

Do the right thing, Capital Metro: Comply with **Title VI**. Stop marketing 15-minutes to Black taxpayers waiting 60!

September 18, 2018: Item D-1
ZAP Commission Meeting
City of Austin/CapMetro ILA
Zenobia C. Joseph

"[T]he ability to get the education and training, the ability to get to the childcare, to get to your home, to get to the kid's ... game at the end of the day, to be part of your family, to get to your job that you want in an efficient cost-effective timely manner is key. ... And right now, it sucks." ~Sen. Kirk Watson (AIA, 2018)

New CapMetro Campaign

False Advertisement

15-minute Headway
South/West/Central? Yes.

Black neighborhoods? No.

New 339-Tuscany: 60 min.
233, 237, Craigwood: 60- min.

Posted: August 16, 2018

<https://www.capmetro.org/>

CAP REMAP

RED FLAG

EVERY 15

MORE MORE BETTER

FREQUENT RELIABLE CONNECTED



White Millennials UT/Mueller: 15-30 min

\$9.9M Southeast-west routes

MORE MORE BETTER

FREQUENT RELIABLE CONNECTED

Better Rail Connection: 466-Kramer/7 Domain riders/hr

- MORE Frequent** Local & Express Buses + MetroRail
- 15 min: 335-Mueller to Mopac (New east-west)
- 15 min/7 days: 333-William Canon (CM Kitchen)
- 30 min: 333/Convict Hill-ACC (2.9 riders/Troxclair)
- 30 min: 345-45th/Hyde Park (New east-west)
- 30 min: 105-New Peak, 5th St (CM Ann Kitchen)
- 30 min: 30-Barton Creek (27 Eanes students)

Minorities/Low-Income

\$0 Northeast-west eliminated

North Lamar

Transit Center

1 parked bus: 383

24Jun: 350 returned

Infrequent

Unreliable: 45-60 min

DISCONNECTED Service

St. David's Hospital-North 20 riders/hr: 240-Eliminated!

More Frequent chances to get FIRED ...

- 60 min: 323/New 339 (US Post Office, UPS)
- 45 min: 243/392 (No public input; No Peak)
- 243-Wells Branch: Segregates minorities Northeast
- 325: No Walmart-Northcross to Norwood
- 392: No east-west; transfer to Arboretum
- Eliminated 300-Rogge + 2-3-mile walk Samsung/Parmer

November 15, 2017 Title VI Service Equity Analysis (p. 27)

45- to 60-Minute Headway: Northeast Low-Income/Minorities Wait Twice as Long



EXPLANATION OF STRATEGIC ALIGNMENT:

Service changes are in accordance with Capital Metro's Service Standards and the adopted Connections 2025 Service Plan. These changes are intended to improve the overall customer experience by creating a more frequent, more reliable and better connected transit system.

Vehicle Headway or Service Frequency



Service frequency has a major influence on transit ridership. Frequent service is costly to provide but is valued by regular and occasional customers. It is also regarded as an attractive characteristic by potential customers.

Due to the expense of providing frequent service, frequency is based upon existing or potential demand, translating into variations in frequency throughout the day. Clock headways (frequency intervals of 15, 20, 30, 40, or 60 minutes) are preferred as they are easier for passengers to remember and can help facilitate better transfer connections between routes.

September 14, 2015



Service Guidelines and Standards

RED FLAG

Desired minimum frequency

Route type	Weekday				
	Peak	Midday	Night	Saturday	Sunday
Radial	30	60	60	60	60
Crosstown	30	60	60	60	60
Limited	20	30	Based on demand	Based on demand	Based on demand
Feeder	30	60	Based on demand	Based on demand	Based on demand
Express/Flyer	20	-	-	-	-
MetroRail	40	60	-	-	-
UT Shuttle	20	20	40	-	60

60-minute Frequency

Fails to meet 2015 Standards approved before Cap Remap!

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233-Colony Park (Daffan/Decker)

237-Northeast Feeder [formerly homeless, Community First! Village]

New "339"-Tuscany to Tannehill

How do riders get home from UPS?

Last Walmart-Norwood bus: 9:05P

To: Kerri Butcher, Chief Counsel
 From: Diponker Mukherjee, Title VI Coordinator
 Date: November 9, 2017
 Subject: Summary of Title VI Equity Analysis for June 2018 Service Changes

Nov. 3, 2017: Travis County-funded Bus 233: 60 Minutes. No Cap Remap Improvement!
 "Under the new plan, however, the eastern half of that route [323] will be lopped off. Those at the Pecan Park mobile home park on Johnny Morris, for instance, will either have to **walk three-quarters of a mile to get to a new East-West route (37) serving Colony Park, or take the once-an-hour "feeder" route (233).**" [Update: 37 is 337; 323 is 339; 233 is 60 min 7A-6:30P]
 "Pecan Park Mobile Homes currently generate less than 15 weekday boardings," says [Lawrence] Deeter. "The proposed 60-minute service matches that amount of trip generation."
 Similarly, LBJ High School and its surrounding neighborhoods will lose access to Route 37, which comes down Pecan Brook Road every 20 minutes at peak times. **They will instead get hourly 'feeder' service to connect them to the redesigned 37 to the south, or the new 'rapid' 820 line just west of Hwy.**" [3Nov 2017 Chronicle "CapMetro Hangs Hopes on Connections 2025"]
 [*820 delayed; 20 goes to LBJ HS] <https://www.austinchronicle.com/news/2017-11-03/cap-metro-hangs-hopes-on-connections-2025/>



Table 3 below provides results for new proposed bus routes planned for implementation in June 2018.

Table 3: Equity Analysis Results of Proposed New Bus Routes

	Route Number	Route BGs Total Population	Route BGs Minority Population	Route BGs % Minority	Service Area % Minority	Route % Minority Minus Service Area % Minority	Potential Minority Impact	Route BGs Poverty Households	Route BGs Total Households	Route BGs % Low Income	Service Area % Low Income	Route % Low Income Minus Service Area % Low Income	Potential Low Income Impact
Kitcher: SW	105	61,426	23,556	38.35	33	5.35	No	963	26,198	3.68	18	-14.32	Yes
Garza: SE	310	45,033	32,370	71.88	33	38.88	No	2,368	20,008	11.84	18	-6.16	Yes
Kitcher: SW	315	47,719	19,201	40.24	33	7.24	No	978	22,601	4.33	18	-13.67	Yes
Northeast	324	58,445	40,081	68.58	33	35.58	No	3,289	24,460	13.45	18	-4.55	Yes
Mueller/Mopac	335	35,510	10,413	29.32	33	-3.68	Yes	662	17,109	3.87	18	-14.13	Yes
Northeast	339	40,272	33,738	83.78	33	50.78	No	2,547	15,702	16.22	18	-1.78	No
45 th /Hyde PK	345	19,671	5,200	26.43	33	-6.57	Yes	268	10,405	2.58	18	-15.42	Yes

Racist Regional Remap
Historic Black Neighborhoods; north of North Lamar Transit Center!
339: Highest Route % Minority 83.78: Route % Minority [84%]
Worst Frequency: 60 minutes
CapMetro promoted 15-30 min Frequency to FTA, NOT 60-min
Deceptive: 339 is a new #, not a new route, Tuscany to Tannehill.
Worse: It was 35-45, now 60 min; It was one-seat ride, now 3 routes.

Source: HNTB, October 2017. November 15, 2017 CapMetro Board Packet (p. 113) ~"New" Northeast routes worsened for minorities, but Capital Metro told Federal Transit Administration that service improved.

Table 3: New Routes

Route Number	Route Total Population	Route Minority Population	Route %Minority	Service Area %Minority	%Minority Result	Minority Impact	Route Poverty Households	Route Total Households	Route %Low Income	Service Area % Low Income	%Low Income Result	Low Income Impact
105	61,426	23,556	38.35	33	5.35	No	963	26,198	3.68	18	-14.32	Yes
310	45,033	32,370	71.88	33	38.88	No	2,368	20,008	11.84	18	-6.16	Yes
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345	19,671	5,200	26.43	33	-6.57	Yes	268	10,405	2.58	18	-15.42	Yes

324-Ohlen: Not really new!
 It's the Old 325 & 10-Georgian with a detour by Cook ES near eliminated 240-area; no extra\$
Worse: Old 325-Ohlen was 15 min Walmart to Walmart ☹
 Norwood to Northcross. Now, it's 30 min, transfer to Westside.

Symbolic Equity Meetings and Solutions

April 20, 2018

Memorandum for Capital Metropolitan Transportation Authority CEO/President Randy Clark, Commissioner Jeff Travillion, and Council Member Ora Houston

Subject: Title VI Equity Meeting to Discuss Route 392 Cost-Neutral Solution and June 2018 Major Northeast Service Changes

I. Route 392-Braker: East-West connectivity is important for bus network (Todd Hemingson-April 17, 2018, Mobility Committee). **Problem:** No frequent east-west connectivity north of North Lamar Transit Center like the rest of the 10-year new bus network. **Cost-neutral Solution:** Shift new Route 315 or 333-Convict Hill ACC-Pinnacle buses to 392-Braker to retain Great Hills terminus.

A. Facts/Background: Austin Community College-Pinnacle Campus will close "beginning this summer, the end of the spring semester [2018]," President Richard Rhodes announced March 5, 2018 at ACC's Board Meeting.¹ Under Connections 2025 (10-year Service Plan) June 2018 changes, however, Capital Metropolitan Transportation Authority (Capital Metro) still plans to operate buses (30-minute headway) to the empty campus on Route 333-William Canon/Convict Hill segment, which serves **2.9 riders/hour**, and New Route 315-Ben White in South Austin "along Ben White Blvd. and US 290 between ACC Pinnacle Campus to the west and the South Congress Transit Center to the east."² April 9, 2018 Planner Roberto Gonzalez privileged 333-shopping center trips over 392.

B. 392 Unreliable Service/History: No recovery time for operators. Anecdotally, a female operator got a urinary tract infection.

II. Northeast Equity Idea: 392 current route on Lap 1; return on McCallum Pass. Parmer: Innovation Zone to avoid 3-mile walk. Facts: Parmer affordable housing riders pay one-cent tax to CapMetro. CAMPO Plan includes Samsung; create east-west service.

III. Northeast vs. West. Route 238-Westgate costs **\$849,825 more** than Route 392 to serve 5 fewer riders/hour (10.3 vs. 15.3). Route 238 improved (45 to 30 minutes 7 days/week, ending at 11 PM on weekends); current 392 ends at 8:30 PM on Sunday.

Route	392-Braker					Route	238-Westgate				
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax	Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	12,214	186,415	15.3	\$ 916,050	\$ 4.91	Current	6,566	102,240	15.6	\$ 492,463	\$ 4.82
Proposed	-	-	-	\$ -	-	Proposed	23,545	243,635	10.3	\$ 1,765,875	\$ 7.25
Variance	(12,214)	(186,415)	(15.3)	\$ (916,050)	(\$4.91)	Variance	16,979	141,395	(5.2)	\$1,273,413	\$2.43

February 23, 2017/10:00 AM

Zenobia C. Joseph's Meeting with Commissioner Jeff Travillion, Travis County Commissioners Court, Precinct 1

I. "Origin & Destination Survey Study" (Spring 2015)

"Ethnicity: Weekday System"		
Source: CapMetro Board Meeting, January 25, 2016 (p. 115/117)		
2015 Survey	Austin MSA 2014	State 2014
White: 39.2%	White: 52.5%	White: 44.4%
Hispanic: 30.3%	Hispanic: 32.8%	Hispanic: 37.9%
Black: 19.4%	Black: 6.9%	Black: 11.4%
Asian: 8.9%	Asian: 5.6%	Asian: 3.9%
Native American: ?%	Native American: ?%	Native American: ?%
Other: ?%	Other: ?%	Other: ?%

"Ethnicity: Bus, Rapid, Rail 2015"		
Source: CapMetro Board Meeting, January 25, 2016 (p. 116/117)		
Rail	Rapid	Bus
White: 70%	White: 54%	White: 36%
Hispanic: 13%	Hispanic: 23%	Hispanic: 31%
Black: 6%	Black: 12%	Black: 20%
Asian: 5%	Asian: 6%	Asian: 9%
Native American: ?	Native American: ?	Native American: ?
Other: ?	Other: ?	Other: ?

TITLE: Origin and Destination Study Survey (p. 94)

The purpose of the Origin and Destination presentation is to discuss the purpose of the survey and present the findings with regards to origins and destinations. The presentation will also cover the key findings of 2015 bus service compared to the 2010 Survey and look at the 2015 service type comparison.

Summary

Source: CapMetro Board Meeting, January 25, 2016 (p. 117/117)

- **Origins and Destinations becoming more regional**
 - Results consistent with many initiatives Capital Metro is already working on
- **Visible differences in Bus, Rapid, and Rail**
 - Trip purpose
 - Travel Mode to and from stop
 - Ethnicity
- **Origin and destination study valuable**
 - Service planning and analysis
 - Regional transportation modeling
 - Federal requirements

Anxieties abound on the eve of Cap Remap (excerpt)

Austin Monitor: Thursday, May 24, 2018 by [Caleb Pritchard](#)

"In its final meeting before [a historic overhaul](#) of Austin's bus network, the Capital Metropolitan Transportation Authority Board of Directors heard another blast of concerns from riders and stakeholders over potential service disruptions.

A handful of speakers complained about the loss of bus service in their neighborhoods, while Austin NAACP President Nelson Linder suggested the initiative known as [Cap Remap](#) will disproportionately disadvantage low-income minority residents east of Interstate 35. ...

Nonetheless, the concerns raised by the speakers on Monday found resonance with two board members, Austin City Council Member Ann Kitchen and Travis County Commissioner Jeff Travillion, who had attempted to address public concerns in November by amending the resolution to provide for more community engagement ahead of Cap Remap's rollout in June.

Backing Travillion up, Kitchen reminded the board that the November resolution as approved included direction to staff to mitigate concerns about changes to bus routes in East Austin. At the time, [Chair Wade Cooper](#) suggested that "mitigation" could simply mean community outreach, a interpretation that Travillion concurred with. [\[ADA FTA C 4710.1 §5307 differs: "solicit and consider" p. 8-30\]](#)

"And it sounds to me like [Mr. Linder and Ms. Joseph](#) have suggested **sitting down at the table and having that conversation**," Kitchen said on Monday. "And that really is the process, if I'm remembering correctly, that Mr. Travillion contemplated in his resolution."



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Bottom Line: No meeting occurred between Capital Metro, NAACP, and me.

June 18, 2018 Short-range Planning Director Roberto Gonzalez briefed August 2018 Service Changes, including unilateral decision to move 350-Airport back to NLTC from MetroRail-Crestview after Midtown Commons residents complained. He offered to meet and told me I didn't need to keep coming to meetings. I said West Mall; he offered Northeast but no follow-up. June 24, 2018 Capital Metro moved 350 but never admitted complaints reported in *Austin Monitor* June 11, 2018 by choice riders. Yet, they responded in 3 weeks but told minorities to wait.

August 19, 2018 New Route 493 for CM Renteria's seniors will go to H.E.B. on Saturdays though RBJ seniors also have 322. Meanwhile, no staffer ever gave CM Travillion an asset map, and no one adjusted any Northeast routes despite public testimony. Seniors at Collinwood (392) and Merriltown (243) have no bus. Blanton and Pecan Springs ES kids walk but Kitchen's resolution got Perez ES a school tripper and RideAustin on Exposition while Northeast riders in the service area, rendered invisible, endure 1/2- to 3-mile walk as service improves for choice riders like 135-Deil Flyer improvement for 1.8 riders/hr, yet Kitchen asserts equity.

16Nov2016

Title VI: Consultant Russ Chisholm only Analyzed Non-Minority Routes

Note: Route 21/22 served RBJ seniors, but analysis focused on 21-Exposition (Tarrytown)/West Austin segment

Onus was on riders to complain about route cuts. CapMetro never posted route-by-route changes and eliminations in Northeast Austin. But for my flyers, riders had no knowledge of NLTC bus cuts.

2017 TX Attorney General: https://www.capmetro.org/uploadedFiles/Capmetroorg/Schedules_and_Maps/park-ride-station-locations.pdf

IX. Reports:

1. Connections 2025 Update

Lawrence Deeter, Project Manager, Connections 2025, provided a brief synopsis of what was presented to the Board at the worksession on November 7th. The presentation included background information on Connections 2025. Frequency was by far the highest priority based on Connections 2025 outreach. Based on this information, a new frequent network was created. The new proposed frequent network will triple in size and will include 17 routes as compared to 6 routes. It will provide 10-15 minutes frequent service all day every day. Service currently operates approximately every 15 min six days a week. In addition the new frequent network will provide 80% service to existing customers compared to 50% as of today. Public feedback collected during the outreach process largely focused on several routes, or portions of routes, including:

- Tarrytown - Route 21/22
- Steck Avenue - Route 19
- Walsh Tarlton - Route 30
- South West Austin - Route 315, 333

November 16, 2016: Mueller and 663 (UT-Far West) were also discussed. Four of 5 non-minority routes on left side were due to be eliminated (19, 21/22, 30, 333). New 315 was Convict Hill's option. **Title VI:** #19, 30, 315, 333 improved to 30 min vs. 60 min Northeast 21-Exposition segment: RideAustin free rides, 1/2-mile for 6 months to two bus stops in Tarrytown. **Eliminated 240 riders walk 0.7 miles,** Metric to H.E.B. jobs (Parmer/Loop 1); **10 blocks:** St. David's rehab

Planning will continue to investigate these areas and will provide a definitive recommendation to the Board after considering the cost, the potential ridership, and trade-offs of restoring or refining the network to these areas. Next steps are:

- Board will discuss final plan in December

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Attachment: 161116 Board Meeting Minutes (3503)

Title VI Requirements: Analyze Alternatives

Chap. IV-16

FTA C 4702.1B

- (v) Analysis of Modifications. If the transit provider finds potential disparate impacts and then modifies the proposed changes in order to avoid, minimize, or mitigate potential disparate impacts, the transit provider must reanalyze the proposed changes in order to determine whether the modifications actually removed the potential disparate impacts of the changes.
- (vi) Finding a Disparate Impact on the Basis of Race, Color, or National Origin. If a transit provider chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if the transit provider finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service change, the transit provider may implement the service change *only* if:
 - the transit provider has a substantial legitimate justification for the proposed service change, **and**
 - the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider’s legitimate program goals.

It is important to understand that in order to make this showing, the transit provider must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.



FTA Clear Title VI Violation
“[I]f evidence undermines the legitimacy of the transit provider’s asserted justification—that is, that the justification is not supported by demonstrable evidence—the disparate effects will violate Title VI . . . At that point, the transit provider must **revisit the service changes **and make adjustments**[.]”**

Title VI favors transit-dependent minorities, but the CEO and staff insist on 6-month burden. Please urge Capital Metro’s Board to make Southwest and Northeast adjustments, ideally within 3 weeks.

Key Dates:



7Nov2016: Chisholm analyzed non-minority routes 19, 21/22, 30,663, 315/333, Mueller, and 5 (105 S. 5th Peak). No minority routes analyzed
Public Input: Deeter said input was collected; Board will get at the end☺

9Jan2017: Russ Chisholm’s Final Connections 2025 Recommendations
 Kitchen asked about 238/New 318-Westgate: Deeter confirmed improvement
No minority routes analyzed during Chisholm’s \$466K 1-yr contract which violated Title VI Requirements (FTA C 4702.1B, Ch. IV-16).

27Feb2017: Kitchen’s sole Resolution focused on South Austin and Whites (e.g., restoring 29-Barton Springs). Connections 2025 was approved (8-0).
 —**1Nov2017 and 15Nov2017 Minorities opposed June 3, 2018 changes!**

Disparate Treatment: Board, CEO and planners treat minorities differently, saying wait for Jan2019/data. Yet in 3-weeks 350 moved for choice riders; 19Aug2018 New Route 493 will be implemented for Renteria’s elders.

Title VI: Capital Metro must analyze alternatives and implement the least discriminatory alternative. FTA may also suspend or terminate funding.

- (vii) Examining Alternatives. If the transit provider determines that a proposed service change will have a disparate impact, the transit provider shall analyze the alternatives (identified in the second bullet above) to determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate effect on the basis of race, color, or national origin. The existence of such an alternative method of accomplishing the transit provider’s substantial and legitimate interests demonstrates that the disparate effects can be avoided by adoption of the alternative methods without harming such interests. In addition, if evidence undermines the legitimacy of the transit provider’s asserted justification - that is, that the justification is not supported by demonstrable evidence - the disparate effects will violate Title VI, as the lack of factual support will indicate that there is not a substantial legitimate justification for the disparate effects. At that point, the transit provider must revisit the service changes and make adjustments that will eliminate unnecessary disparate effects on populations defined by race, color, or national origin. Where disparate impacts are identified, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including the less discriminatory alternatives that may be available.

Adverse Effects

RED FLAG

Southwest Austin



Capital Metro's **Title VI Violations**
Service Guidelines and Standards (2015)
South Expansion vs. **Northeast Reduction**

Adverse Effects: South Austin expansion came “at the expense of reductions” on at least 7-9 Northeast routes. Yet Capital Metro still refuses to comply with Title VI to review the disparate impact on the minority population.

FTA C 4702.1B

Chap. IV-13

(b) Adverse Effects. The transit provider shall define and analyze adverse effects related to major changes in transit service. The adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. Changes in service that have an adverse effect and that may result in a disparate impact include reductions in service (e.g., elimination of route, **240**

243/392 shortlining a route, rerouting an existing route, increase in headways) **300, 339; *233, 237**

Elimination of a route will generally have a greater adverse impact than a change in headways. Additions to service may also result in disparate impacts, especially  if they come at the expense of reductions in service on other routes. Transit **243, 325,** providers shall consider the degree of adverse effects, and analyze those effects, **383** when planning their service changes.

*Travis County funds 233-Decker/Daffan Lane: Eastbound (7A-6P); Westbound (7:30A-6:30P)
237-Northeast Feeder: Last bus from Greater Mount Zion = 7:40P to Community First! Village

Disparate Impact: Capital Metro cooked the books and applied adverse effects (e.g., shortlining-392, 300-Rogge, eliminating 240, reducing runtime-383, combining 243/392, more transfers, 1- to 3-mile walk): no discussion or analysis of Northeast alternatives for minorities. Board Packets: November 15, 2017-Title VI Service Equity Analysis (p. 40); April 23, 2018 (p. 201)

15Nov2017



❖ June 2018 Service Equity Analysis (Excerpt)

- As part of the implementation of Connections 2025, Capital Metro proposed major service changes effective June 2018. The goal is to create a more frequent, more reliable, and better connected transit system.
- When we considered individual changes, a potential disparate impact on minority populations was found for 11 of 13 routes that were proposed to be eliminated and 18 of 20 routes that were proposed for major service changes based on the policy thresholds for consideration. The potential disparate impacts were mitigated on almost all of the eliminated routes as these routes would be replaced or served by one or multiple new or changed routes. Similarly, most of the modified routes would be replaced or served by one or multiple routes. In fact, eight of those modified routes will have a significant frequency increase that would bring benefits of this service change to minority populations. In addition, there were five new routes that would provide services to significantly high minority population areas.

Smokescreen: Northeast Routes 324, 339 were new numbers, not really new.

15 Nov 2017: Title VI Service Equity Analysis—Mitigation (New routes?)



New Routes **Disparate Impact: Intentionally Misleading**

Currently, there are seven routes that are proposed for addition. These are 105, 310, 315, 324, 335, **60 min** 339, and 345. Five of these routes will provide additional services to high minority areas while Routes 335 and 345 will provide services to minority populations that are just below the threshold of 33%. Ultimately, all of these routes will bring significant benefits to minority populations since a very high minority population will have access to these new routes.

Although these routes will travel through minority areas, they may not cover very high low-income areas. So, we may see a lower degree of adverse effect on low-income populations

Packet Pg. 39

Northeast: 339-Tuscany to Tannehill. 339 is a new number but stayed exactly the same as the old 323-Anderson segment.
 -339 now three routes, worse. It was one route, 35-45 min (Day: M-F) with two numbers (323/6)—one-seat ride, digital change to #6.
Northeast: 324-Ohlen combines two old routes (325-Ohlen and 10-Georgian to ACC-Highland). This isn't new either.☹

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South Austin: CMs Kitchen and Garza gained three east-west routes. Two "New" Northeast routes were smokescreens!
105 (Kitchen): New Peak bus discussed November 7, 2016 Work Session. More expensive to operate, but it's really new.
310 (Garza): New-Wickersham/Parker to Walmart (Hwy 71) to S. Congress Transit Center; duplicate #7 as well (15 min).
315 (Kitchen): New Hwy 71 to "the Y" then Oak Hill Shopping Center to vacant ACC-Pinnacle. Garcia was killed on #315.
335: Mueller to Mopac. Non-minority route, so no benefit to Northeast riders. Operates 15-min empty, wasted funds.☹
345: 45th St./Hyde Park. Non-minority route. Initially 15-minute frequency (now 30 min empty) for The Grove growth.

RED FLAG

“Service Plan 2025” Challenge: **Declining Black Population**
2015: Capital Metro Identified “the Challenge” ~ ~ Created 60-min routes!
2018: Cap Remap **Disparate Impact**—South Expansion/North Reduction

Service Plan 2025 Public Involvement Plan

*Committee Briefing
November 9, 2015*



ISSUE BRIEF: First in a Series

**Outlier: The Case of Austin’s Declining African-
American Population**

Excerpt

Service Plan 2025 Challenge: Declining ridership—Blacks' Austin exodus?

Member Stafford had a conflict; staff rescheduled presentation then deleted Outlier slide.

Capital Metro Operations Committee Meeting

9 Nov 2015 Service Plan 2025: The challenge

connections
2025

Later Connections 2025, rebranded Cap Remap for June 3, 2018 Service Changes

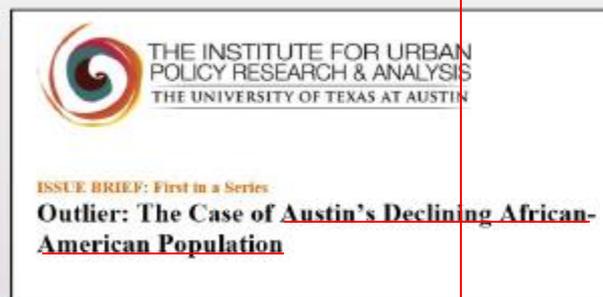
CAP REMAP

You know as well as we do that Central Texas is bursting at the seams and will continue to experience explosive growth—it's the new norm. What's less in vogue is auto-dependency and the daily traffic we sit in (including our buses)!

Over the past two years, system-wide ridership has declined over 5%.

We take this very seriously and we want to fully understand why.

Lowest Gas Prices in Austin, TX			
1.94	CRFD	14200 CV 400 S & Pleasant Ln	Austin - 180 7h ago 1007gallons
1.95	Costco	15401 Research Blvd near Great Hills Tr	Austin - 180 7h ago 887gallons
1.95	Sam's Club	19001 Lakeway Blvd Dr near S 84-102	Austin - 180 7h ago 886gallons
1.95	Sam's Club	9700 N Capital of Texas Hwy near Research Blvd	Austin - 180 7h ago 886gallons
1.95	Gulf	7811 S IH 35 & DOWLING	Austin - 180 7h ago 885gallons



Packet Pg. 86

14 Dec 2015: Project Manager Lawrence Deeter briefed the Full Capital Metro Board; **African-American slide was removed?**
1 Nov 2017: Deeter briefed **"New" 339-Tuscany, 120 boardings (60 min)** to restore 19-Bull Creek, 1.8 boardings/hr (30 min)
3 Jun 2018: **"The challenge"—\$9.9M Southeast-west Expansion** at Northeast riders' expense (\$0, Reduction; no discussion).
45-60-min routes are only in Black neighborhoods and north of North Lamar Transit Center (NLTC) yet planners, staff, and Board members still falsely market the slogan, "More frequent, more reliable, and better connected service" to all.
Disparate Impact: Rather than improving Northeast routes, planners intentionally reduced transit-dependent riders' service.

Cap Remap Solution: Redraw Maps Equitably; Restore Northeast Routes Create Innovation Zones for South/West/Central Low-ridership: 1.8 to 14 riders/hr



Title VI: What's Required Now?

October 1, 2012

Subject: TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL
TRANSIT ADMINISTRATION RECIPIENTS

(vi) Finding a Disparate Impact on the Basis of Race, Color, or National Origin.

If a transit provider chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if the transit provider finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service change, the transit provider may implement the service change only if:

- the transit provider has a substantial legitimate justification for the proposed service change, and
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider's legitimate program goals.



It is important to understand that in order to make this showing, the transit provider must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

15 Nov 2017 Title VI: Inequitable Rideshare, Eliminated 21-RideAustin vs. 240-No option ☹️

Exposition riders use RideAustin for 6 months, free ride 1/2-mile to two Tarrytown bus stops, but Northeast riders wait 45-60 minutes + 1/2- to 3-mile walk (e.g., Rogge, Parmer affordable housing, Samsung, St. David's 10 blocks)

Common Customer Comments



Disparate Impact ~Council Member Ann Kitchen's Amendment for June 3, 2018 Service Changes required an alternative before elimination of 21-Exposition though riders were within 1/2-mile of new frequent buses, but she excluded eliminated 240-Rutland.

Route	Public Comment	Revise	Rationale
5	Provide direct service to Criss Cole Center	Yes	Reduces duplication on Medical Pkwy
5	Operate in addition to UT Shuttle on Speedway	No	UT Shuttle available / within quarter-mile Frequent Route 7 (5 minute walk) and third of a mile of Route 1/MetroRapid 801 (6 minute walk)
7	Serve Greyhound Station	No	Within quarter-mile of Frequent Route 7 (5 minute walk)
7	Keep Route 7 on Friedrich to Woodward	Yes	Preserves access to employers and businesses
17	Maintain service on Vargas (residential street) instead of proposed Montopolis (mixed use street)	No	Within quarter-mile of Frequent Route 17 (5 minute walk)
21/22	Do not eliminate Routes 21/22	No	<u>All stops within a half-mile of Frequent Routes 4, 17, 18, 20 & 335; Route 322; and UT Shuttle 663</u> *15 min!
105	Provide school trips to Small M.S.	No	Transfers available via Route 315



Planners Deeter, Hemingson, and Chisholm used 1/2-mile "walkshed" to justify Northeast reductions—ignored by Kitchen for South/West restored low-ridership routes and Exposition Pilot.

RED FLAG

May 30, 2018 RideAustin Contract

Attachment: Capital Metro Board of Directors Worksession - June 2018 Service

Connections 2025 Community Survey Summary



A TRANSIT PLAN FOR THE FUTURE



Prepared by:



21Dec2015-13Mar2016 Connections 2025

Community Survey Summary

The survey was posted online via SurveyMonkey.com on December 21, 2015. Capital Metro publicized the survey via the project website (Connections2025.com), email notifications, digital and print ads, partner cross-promotion and public and "pop up" meetings/events. Paper copies of the survey were also available at public meetings and events, and for those without internet access. A Spanish version of the survey was available online and in print, as well as an accessible version compatible with online screen readers. The survey period, initially proposed to close on February 29, 2016, was extended as additional meetings and events were scheduled for early March. The survey officially closed on March 13, 2016.

A total of 4,886 responses were received during the survey period. Not all respondents answered every question. Some questions were dependent on previous answers (e.g. follow-up questions for Capital Metro riders were different than for former or non-riders). The following sections summarize the survey responses received.

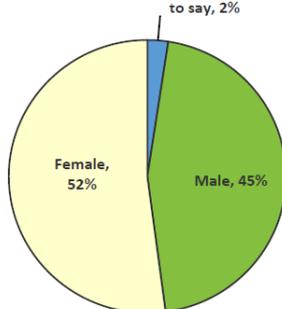


Black Problem Declining population
Age: 25-35 (72% Female, 52% White)
Title VI End Result: Disparate Impact
CapMetro failed to engage Black and minority transit-dependent riders but falsely asserted "robust" public input, Only 55 NLTC of 1,128 "Pop-Up" surveys!

Question 21: Gender

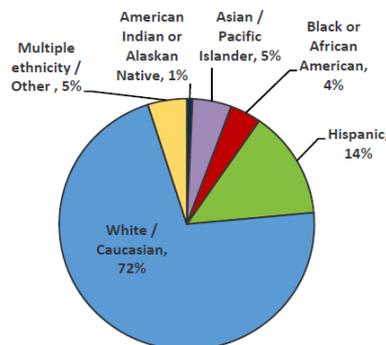
Responses: 3,597

Target Audience: **White Millennials** Other / prefer not to say, 2%



Question 23: Which race/ethnicity best describes you? Please select only one.

Responses: 3,544



4. Approval of a resolution authorizing the President/CEO, or her designee, to execute the Vision Zero Pledge on behalf of Capital Metro in support of the City of Austin's Vision Zero Action Plan.

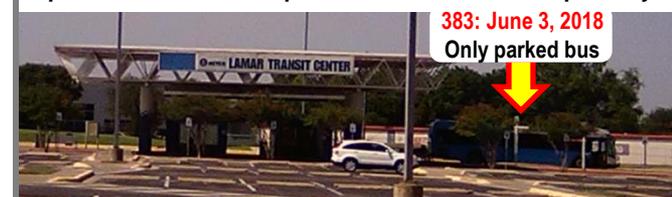


Pop-Up Meeting Participation

Date	Location	Engaged
February 8	Leander Station	50
February 9	Lakeline Station	65
February 10	Howard Station	23
February 10	Bluff Springs	35
February 11	North Lamar Transit Center	55
February 11	ACC Highland	35
February 14	Austin Marathon	30
February 17	Republic Square Station	90
February 20-21	Chinese New Year	140
February 26	Mobile Outreach	51
February 27	Republic Square	75
March 1	ACC Riverside	50
March 5	Riverside T-Mobile	7
March 6	Zilker Kite Festival	397
March 7	ACC South Austin	25
March 21, 2016 CapMetro Packet (p. 72)	Total	1,128

Racist Regional Remap reflects survey data! ☹️

Capital Metro dismantled NLTC but never told minorities about changes to 9 buses. On the Red Line, however, staff posted notice to tell Express and rail riders of Loop 1 delay.



2017 Title VI Service Equity Analysis excluded NLTC

Capital Metro Transit Development Plan:

Financial Plan

February 2017

Note: Data/numbers that I rely on come from Capital Metro's 2017 Financial Plan—emailed to me after Todd Hemingson briefed the Board February 17, 2017. The data appears in theory but was ignored during restoration of low-ridership low-density South/West routes. Following slides include Board excerpts, too.



From: Easton, Ed <Ed.Easton@capmetro.org>

To: 'zcsjph@aol.com' <zcsjph@aol.com>

Sent: Fri, Feb 17, 2017 11:05 am

Subject: FW: Connections 2025 Worksession Documents

February Board Work Session

Good Morning Ms. Joseph:

Our communications team informs me that **Mr. Hemingson's presentation is not loaded** on the Connections2025.org website yet – but **will be immediately after today's worksession.** There are some new files that have been uploaded this week to the site, however, including:

- Executive Summary
- MetroRapid Route 820 presentation
- **Financial Plan**
- Draft Network FAQs

Attached are copies of the two files that the board members were given for the worksession – Mr. Hemingson's presentation and a **route-by-route breakdown of costs.**

I hope this is helpful.

Kind regards,

Ed

Capital Metro Transit Development Plan: *Financial Plan*

February 2017



\$9.9M Southeast-west connectivity
VS.
\$0 Northeast-west (Service Reduction)
Eliminated 240-Rutland (20.3 riders/hr)
(St. David's-North, H.E.B.-Parmer/Loop 1)
Title VI: Minority routes, no alternatives analyzed (2016-18)



A TRANSIT PLAN FOR THE FUTURE



Prepared by:



Title VI: Route 135-Dell Limited (\$40.81/rider) vs. Eliminated 240-Rutland (\$3.70/rider)

7 Trips: **10-14 min (1.8 riders/hr)** vs. **Eliminated** St. David's-North, H.E.B. Parmer/Loop 1 (20.3 riders/hr)

2016 Survey data informed Cap Remap decisions: Choice riders, mainly white, were privileged over transit-dependent minorities.
All routes north of NLTC had service reduction or no improvement except 135-Dell Flyer to 7th/Pleasant Valley ~Why?

Route	135-Dell Limited	Expansion			
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	2,775	5,100	1.8	\$ 208,144	\$ 40.81
Proposed	-	-	-	\$ -	-
Variance	(2,775)	(5,100)	(1.8)	(\$208,144)	(\$40.81)

Northeast
\$41 Choice Riders
VS.
<\$4 Transit-dependent
 St. David's: Walk 10 blocks

Route	240-Rutland	Elimination			
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	12,605	253,690	20.1	\$ 948,363	\$ 3.70
Proposed	-	-	-	\$ -	-
Variance	(12,605)	(253,690)	(20.1)	(\$948,363)	(\$3.70)

Double Standard: Tech Ridge growth but no evaluation of Samsung or Parmer affordable housing (2- to 3-mile walk to 392 on Dessau). Ridership used against 233 (60 min) but not 135 choice riders!

Capital Metropolitan Transportation Authority
 Customer Satisfaction Advisory Committee
 Wednesday, May 11th, 2016
 6:00 – 8:07 p.m.

Connections 2025 Study Update
 Mr. Lawrence Deeter, Senior Planner, Capital Metro

Mr. Deeter provided an update on the Connections 2025 study. Between October and November of last year, Capital Metro and TMD consultant staff performed data collection and review, followed by a system and service evaluation that concluded this month. During that time, Capital Metro held 13 public meetings across the service area, 30 community meetings with neighborhood and civic organizations, and received 5,000 online and paper survey responses.

Mr. Deeter explained that some of the most common community feedback we received related to the expansion of the Frequent Service Network, later MetroRail service, and better east/west connectivity. He continued with demographic data showing the explosive growth of the region and the role that transit plays in maintaining and improving quality of life.

Regional Employment trends have shown a dramatic decrease in unemployment since 2010, the location of large employers in North Austin and adjacent communities to the north, and other areas that are projected to have large employment growth such as Tech Ridge, the Domain, and Mueller. The number of seniors, college students, and low-income residents is also climbing, Mr. Deeter said. May 23, 2016 Packet excerpt (pp. 5-6): <http://capmetrotx.iqm2.com/Citizens/FileOpen.aspx?Type=1&ID=1609&Inline=True>

🤔 135 WEEKDAYS / NORTHBOUND

1 Pleasant Valley at 7th	2 Airport at Manor	3 Tech Ridge Park & Ride (Bay B)	To Router/C
5:11	5:21	5:45	
5:21	5:31	5:55	
5:41	5:51	6:15	
5:56	6:06	6:30	
6:06	6:16	6:40	
6:16	6:26	6:50	
6:46	6:56	7:20	

MORNING

135 WEEKDAYS / SOUTHBOUND

3 Tech Ridge Park & Ride (Bay B)	2 Airport at Manor	1 Pleasant Valley at 7th	To Router/Garage
5:47	6:13	6:22	G
5:58	6:24	6:33	G
6:08	6:34	6:43	G
6:19	6:45	6:54	G
6:26	6:52	7:01	G
6:56	7:22	7:31	18 G

AFTERNOON

Northeast 240 Exceeded Standards vs. Southeast-west 1/2 Riders/Twice Cost

Eliminated: 20.3 riders/hr (\$945K) CAP REMAP New: 10.3 riders/hr (\$1.8M)

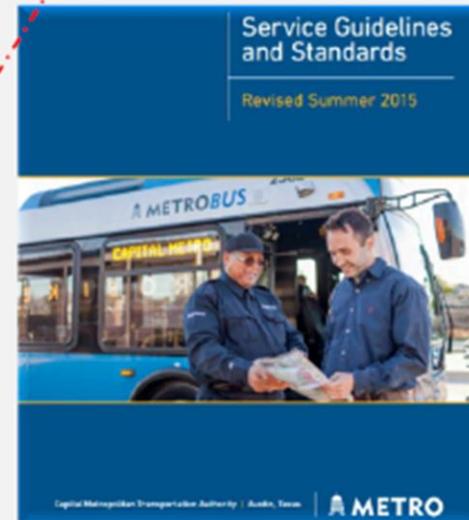
Route	240-Rutland	Eliminated: Exceeded ridership (\$945K)			
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	12,605	255,690	★ 20.3	\$ 945,363	\$ 3.70
Proposed	-	-		\$ -	
Variance	(12,605)	(255,690)	(20.3)	(\$945,363)	(\$3.70)

Route	238-Westgate	New 318-\$1.8M: Below standard, 30 min headway			
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	6,566	102,240	15.6	\$ 492,463	\$ 4.82
Proposed	23,545	243,635	→ 10.3	\$ 1,765,875	\$ 7.25
Variance	16,979	141,395	(5.2)	\$1,273,413	\$2.43

🤔➡ Discrimination Pretext: Chisholm, Deeter, and Hemingson briefed approved standards while creating low-ridership routes unlikely to grow ridership while disproportionately reducing Northeast Austin service to minorities that are covered under Title VI of the Civil Rights Act of 1964. Meanwhile, they continue lying to the public. The Board should be held accountable, immediately.

What are the Service Guidelines and Standards?

- Approved by Board of Directors in July 2015
- Two main components:
 - Service guidelines: framework for the provision, design, and allocation of service
 - Service standards: methodology to evaluate service in terms of productivity and cost-effectiveness
- Key provision:
 - All non-special services should exceed the following minimum thresholds for route productivity:
 - Weekdays: 15 riders per service hour
 - Weekends: 12 riders per service hour
 - Note: System Average is 26



Source: February 17, 2017 Board Manager Ed Easton emailed Hemingson's slides to Z.C. Joseph after the Work Session. Document available at: http://capmetro.org/uploadedFiles/Capmetroorg/About_Us/Service_Changes/capital-metro_service-guidelines-and-standards.pdf

240 Northeast Elimination vs. South Austin (Fewer Riders, 2-3Xs the Cost)

Route 240-Rutland Eliminated: No alternatives analyzed					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	12,605	255,690	20.3	\$ 945,363	\$ 3.70
Proposed	Eliminated St. David's (10-block walk), H.E.B. jobs (0.7 miles)				
Variance	(12,605)	(255,690)	(20.3)	(\$945,363)	(\$3.70)

Route 238-Westgate (New 318 SW/SE) Increased cost Fewer riders \$1.8M					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	6,566	102,240	15.6	\$ 492,463	\$ 4.82
Proposed	23,545	243,635	10.3	\$ 1,765,875	\$ 7.25
Variance	16,979	141,395	(5.2)	\$1,273,413	\$2.43

Southeast-west Routes
\$1.3M: 310-Wickersham
\$1.7M: 315-Ben White
\$1.8M: 318-Slaughter
\$2.8M: 311-Stassney
\$7.6 million
\$2.3: 333-*William Cannon
\$9.9M Total (*Convict Hill?)

Route 315-Ben White SW: ACC-Pinnacle [New: June 3, 2018]					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	-	-	-	\$ \$1.7M	-
Proposed	22,610	243,420	10.8	\$ 1,695,750	\$ 6.97
Variance	22,610	243,420	10.8	\$1,695,750	\$6.97

Route 311-Stassney Increased cost Fewer riders \$2.8M					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	14,912	452,575	30.3	\$ 1,118,394	\$ 2.47
Proposed	36,675	847,220	23.1	\$ 2,750,625	\$ 3.25
Variance	21,763	394,645	(7.2)	\$1,632,231	\$0.78

Route 310-Wickersham Parker SE \$1.3M					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	-	-	-	\$ -	-
Proposed	17,340	237,245	13.7	\$ 1,300,500	\$ 5.48
Variance	17,340	237,245	13.7	\$1,300,500	\$5.48

Route 333-William Cannon *\$2.3M					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	25,031	466,595	18.6	\$ 1,877,325	\$ 4.02
Proposed	30,145	703,140	23.3	\$ 2,260,875	\$ 3.22
Variance	5,114	236,545	4.7	\$383,550	(\$0.81)

*333-Convict Hill was due to be eliminated: No explanation in financial plan 20

14Sep2015

Todd Hemingson's February 17, 2017 presentation included 2015 Service Guidelines/Standards. September 14, 2015 Board Packet had the 2011 document pending adoption, noted in following slides. Minimum 15 riders/hour was the same, but ignored for Cap Remap.



February Board Work Session

Service Guidelines and Standards

Revised: November 2011

Capital Metropolitan Transportation Authority
2910 East 5th Street
Austin, Texas 78702



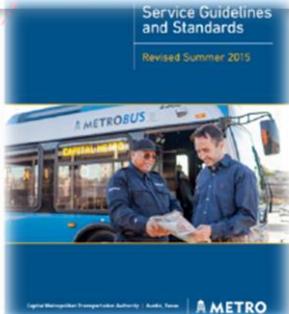
Minimum Ridership Requirements

In addition to peer service comparison, all non-special services should exceed the following minimum thresholds for route productivity:

-  Weekdays: 15 riders per hour
- Weekends: 12 riders per hour

Cost-effectiveness indicators measure the operating cost per passenger. Passenger subsidy for each route should be calculated and assessed each service period.

Packet Pg. 58



Packet Pg. 44

14Sep2015: Service Guidelines and Standards for Service Plan 2025 (later Connections 2025, rebranded Cap Remap for June 3, 2018 major service changes)



~ NOTICE OF MEETING ~



CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS OPERATIONS, PLANNING AND SAFETY
COMMITTEE MEETING

2910 East Fifth Street Austin, TX 78702

~ AGENDA ~

Monday, September 14, 2015	1:00 PM	Capital Metro Board Room
----------------------------	---------	--------------------------

BUSINESS CASE: Capital Metro’s Service Guidelines and Standards were last updated in November of 2011 and are to be reviewed and, when necessary, updated biennially. It is necessary to update the document so that the agency can best evaluate system performance and design in the Service Plan 2025 update.

EXECUTIVE SUMMARY: Service Guidelines provide a framework for the provision, design and allocation of our transit services. They incorporate transit service planning factors including residential and employment density, land use, activity centers, street characteristics, and demographics. Design criteria include defining service attributes such as route directedness, span, frequency, stop spacing, and passenger amenities. Service standards include methodology by which services are evaluated in terms of productivity and cost-effectiveness.



Schedule reliability, load factors, and ridership performance help to identify high and low performing routes. This methodology is to be applied regularly and rigorously. A series of corrective actions may be taken to address specific issues. (pp. 41-42)

November 21, 2016

333-Convict Hill: Improved to 30-min with no Board discussion!

Weblink: <https://oakhillgazette.com/featured/2016/11/capital-metro-low-density-the-reason-for-route-removal/>

Councilmember Ann Kitchens, who sits on the Capital Metro Board, and MRNA president Pam Rogers.

by Ann Fowler

June 3, 2018

333-Convict Hill

30-min Frequency

Vacant ACC-Pinnacle

OAK HILL – More than 50 people attended a meeting on Nov. 5 about the proposed removal of bus service to Oak Hill. Capital Metro proposed stopping local Route 333 short of Oak Hill. That east/west route serves local neighborhoods, as well as Covington Middle School, the ACC Pinnacle campus, and Precinct 3 offices. It travels east, largely along William Cannon, to stops just behind I-35.

RED FLAG

Explaining the proposed cancellation, Lawrence Deeter, project manager for Connections 2025, told the group that southwest Austin does not meet the transit agency's density requirements for service.

Searle told the Gazette, "The density argument is part of the frustration. We have been told that Southwest Austin does not currently, nor will it in the future, have the density to support mass transit. This is primarily due to the S.O.S land development regulations. And if those regulations are going to limit Southwest Austin's access to mass transit, we would encourage Capital Metro to include other factors besides development density when determining mass transit services over environmentally sensitive areas. Especially looking at the 'Y' and south MoPac, there is clearly the concentration of commuters that would support transit."

**7Nov2016: Presentation by consultant Russ Chisholm (\$466K contract)
Accompanied by Connections 2025 Project Manager Lawrence Deeter
and Todd Hemingson, Vice President of Strategic Planning, CapMetro**



A Transit Plan for the Future

Draft Network Plan Feedback

311-Stassney (Southeast-west Expansion: Five 15-min routes) Northeast-west Reduction: Only one partial 15-min Route 325

Title VI: Southeast-west most expensive route (#311) comes at the expense of Northeast minorities.

\$2.8M: 23.1 riders/hr vs. 240: **\$945K (20.3/hr) eliminated**

\$1.6M more than before Cap Remap to serve 7.2 fewer riders/hr

North of NLTC vs. South Austin New Frequency: NSEW Network

North, only 325-one partial 15-min bus vs. South: S. 1st, S. Congress, Slaughter, William Canon, Stassney, Hwy 71, Parker

311 Stassney (HIGH-FREQUENCY ROUTE)



Riverside apartment closing renews spectre of Austin gentrifying
<https://www.mystatesman.com/.../riverside...gentrification/EzgZwVUKYmQA3njX44y...>
 Sep 23, 2015 - When Joel Jimenez and his wife moved to the Lakeview Apartments in May, they heard the owners were planning to close the complex.

Westgate Bus Hub
 300: 15-min; #30-30 min
 New 105 Peak: 30 min
 New: 315-\$1.7M; 318-Slaughter-\$1.8M



Cap Remap
Service Expansion
\$9.9 M Southeast-west
VS.
\$0 Northeast-west
Reduction/Elimination



Board/Council Members
 Southwest: Ann Kitchen
 Southeast: Delia Garza



LEGEND



Service Guidelines and Standards

Route deviation

Deviations off the basic alignment of a fixed route should be minimized whenever possible. However, routes may deviate off their primary alignment to serve major activity centers or provide coverage to areas with limited access. The additional time necessary for the deviation should not exceed five minutes, or 10% of the one-way travel time of the existing route without deviation. Deviations should result in an increase in overall route productivity. Packet Pg. 51

7Nov2016 Southwest Austin Local (Route 315,333)

- Challenges:
 - Development restricted due to watershed
 -  Low ridership with many deviations
 - Arbor Trails unserved

RED FLAG	Convict Hill	Eskew	William Cannon Brodie Lane to I-35
Ridership	49	57	751
Boardings per hour (6AM – 11PM) <i>System Average is 26</i>	2.9	3.4	44.2
Subsidy per Boarding <i>System Average is 4.23</i>	\$20.28	\$17.35	\$4.89



Legend

- Current Route 333
- Proposed Route 315
- Proposed Route 333

Title VI Violation: No minority routes analyzed; no alternatives (2016-18)



CONNECTIONS 2025 DRAFT TRANSIT PLAN

+ ROUTE 315 & 333 UPDATE

NOVEMBER 7, 2016
Connections 2025 Blog

Proposed 333-Convict Hill Elimination (2.9 riders/hr)

“What’s the proposal? The **original proposal would eliminate Route 333 service west of Brodie**. ... This change was proposed due to **low ridership in the Convict Hill and Eskew areas**, and to take advantage of stronger demand east of Brodie where the density is more supportive of transit. On an average weekday, there are 2.9 boardings/hour on Convict Hill and 3.4 boardings /hour at Eskew – our system average is 26 boardings /hour. Another metric we use for performance is subsidy per passenger boarding, our system average is \$4.23. In the segment at **Convict Hill, the subsidy per boarding is \$20.28**, Eskew – \$17.35 and William Cannon – \$4.89. Under the original proposal, service to **ACC Pinnacle would still be available via Route 315 on Ben White.**”—<https://capmetroblog.com/2016/11/07/connections-2025-update-on-route-315333/>

Two 315/333 Alternatives: “After reexamining land uses, ridership, and subsidy-per-boarding, we presented to **alternatives** to our original proposal to the Capital Metro board of directors[.]”

RED FLAG

CAP REMAP

June 3, 2018
333-Convict Hill
Restored
Improved
30-minute
Frequency



Alternative A



Alternative B

Title VI

SW-Boone ES: 30 min
333 on Eskew/Brodie Ln
SE-Perez ES mitigation
0.8 miles to William Canon
Kitchen put **school tripper** in
her Cap Remap amendment
Effective: August 19, 2018
vs.

Eliminated 300-Rogge
Northeast parents & kids
Blanton, Pecan Spr ES
Walk ½-mile to 1 mile to
300 near Mueller-51st St

333

William Cannon (HIGH-FREQUENCY ROUTE)

3 Jun 2018



Scan the QR code to see an online version of this route map.

DESTINATIONS

- ACC Pinnacle
- Hampton Branch Library
- Covington Middle School
- Arbor Trails
- HEB
- Bedichek Middle School
- Perez Middle School
- Department of Public Safety

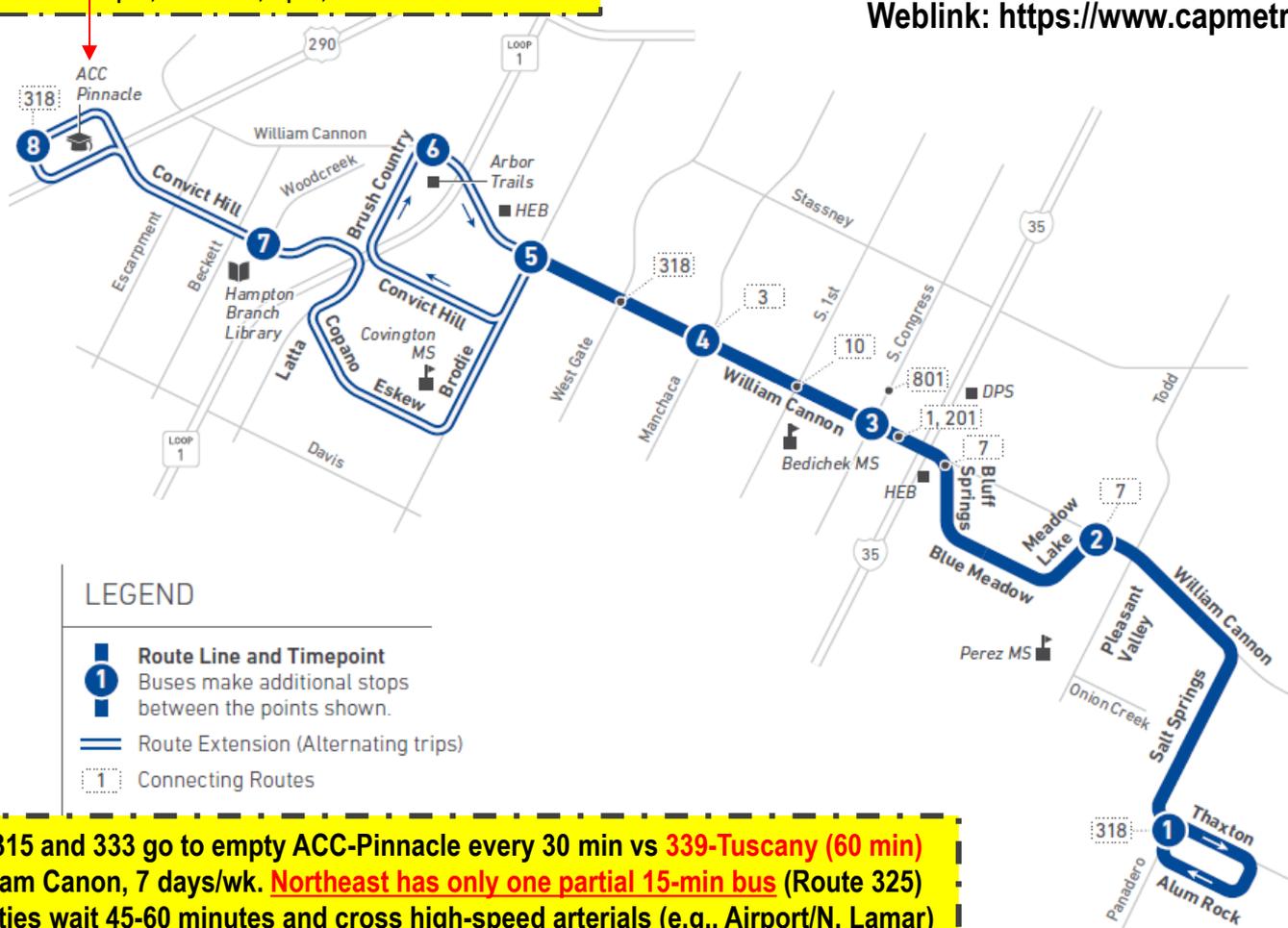
NOTES

Route 333 William Cannon is part of the High-Frequency Network between Broad Brook (near McKinney Falls Pkwy.) and Brodie/Bannockburn. Alternating trips on Route 333 will continue on Eskew and Convict Hill to the ACC Pinnacle campus. That portion of the route will operate on 30-minute frequencies. Customers can identify the final destination of a particular trip by reading the headsign on the bus. Trips that end at Brodie/Bannockburn will display "333 Brush Country," and trips that continue to ACC will display "333 ACC Pinnacle."

Pinnacle Campus to close for evaluation beginning summer 2018 ...
<https://sites.austincc.edu/.../pinnacle-campus-to-close-for-evaluation-beginning-summ...>
 Posted on March 8, 2018 ... Austin Community College (ACC) will close its Pinnacle Campus beginning ... Classes scheduled for Pinnacle Campus beginning summer 2018 will be rescheduled at other nearby ACC campuses. Tags: closing, evaluation, expansion, Pinnacle Campus, renovation, repair, summer 2018.

Destinations | Effective June 3, 2018 – August 18, 2018 | capmetro.org | GO Line 512-474-1200

Weblink: <https://www.capmetro.org/schedules/>



Title VI: Routes 315 and 333 go to empty ACC-Pinnacle every 30 min vs 339-Tuscany (60 min) 15 min: 333-William Canon, 7 days/wk. **Northeast has only one partial 15-min bus** (Route 325) Northeast: Minorities wait 45-60 minutes and cross high-speed arterials (e.g., Airport/N. Lamar)

Title VI, Runtime: 333-Convict Hill (2.9 Boardings) runs 1 hr. 20 min earlier, 30 min despite low-density 333-William Canon operates 15 min-7 days/wk; New 315 runs 30 min to vacant ACC-Pinnacle New 339-Tuscany (120 Boardings): 60-min frequency; unequal distribution of resources

333 WEEKDAYS/WESTBOUND

333 WEEKDAYS/EASTBOUND

Southeast-west

1	2	3	4	5	6	7	8	8	7	6	5	4	3	2	1
Panadero at Alum Rock	William Cannon at Meadow Lake	William Cannon at S. Congress	William Cannon at Manchaca	William Cannon at Brodie	Brush Country at William Cannon	Convict Hill at Wood Creek	ACC Pinnacle To Route/Garage	ACC Pinnacle	Convict Hill at Wood Creek	Brush Country at William Cannon	William Cannon at Brodie	William Cannon at Manchaca	William Cannon at S. Congress	William Cannon at Meadow Lake	Panadero at Alum Rock To Route/Garage
5:00	5:07	5:17	5:24	5:30	—	5:38	5:49	4:46	5:01	—	5:12	5:17	5:23	5:32	5:39
5:20	5:27	5:37	5:44	5:50	5:56	—	—	—	—	5:37	5:42	5:47	5:53	6:02	6:09
5:35	5:42	5:52	5:59	6:05	—	6:13	6:24	5:44	6:00	—	6:12	6:18	6:25	6:35	6:42
5:40	5:47	5:57	6:04	6:10	6:16	—	—	—	—	6:21	6:27	6:33	6:40	6:50	6:57

339 WEEKDAYS/WESTBOUND

339 WEEKDAYS/EASTBOUND

RED FLAG

339-Tuscany to Tannehill (beside Greater Mount Zion): 120 Boardings (60-min)

Northeast

1	2	3	To Route/Garage	3	2	1	To Route/Garage
Tannehill at Webberville	Crystalbrook at Loyola	Walmart at Norwood		Walmart at Norwood	Crystalbrook at Loyola	Tannehill at Webberville	
6:10	6:29	6:56		6:10	6:30	6:52	6
7:10	7:29	7:56		7:10	7:30	7:52	6
8:10	8:29	8:56		8:10	8:30	8:52	29
9:10	9:23	9:49		9:10	9:28	9:48	6

315

Ben White



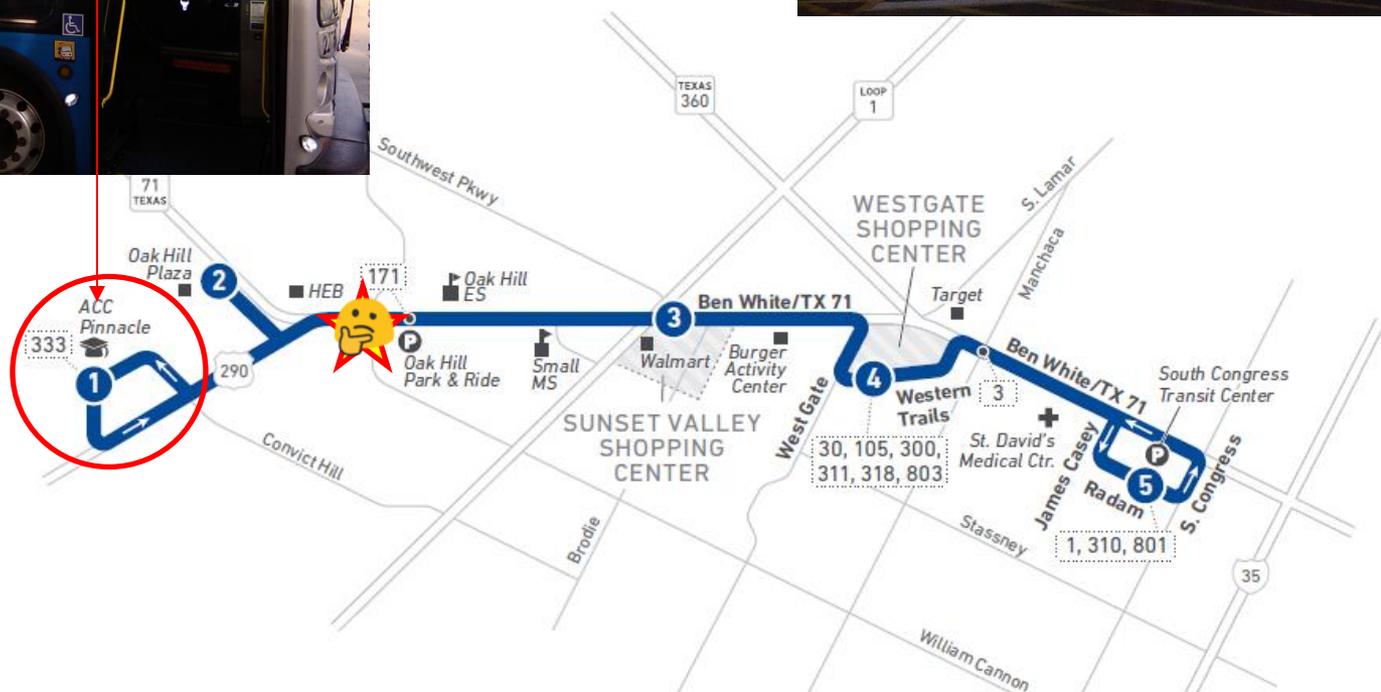
LOCAL

3 Jun 2018



July 23, 2018 : Vacant ACC-Pinnacle Campus

July 23, 2018
315 BEN WHITE
ACC-PINNACLE
Vacant Austin Community College
Pinnacle Campus



Title VI: 315-Southwest non-minority (30 min) vs. Northeast minority routes (45-60 min)
2015-2018: No 60-minute South, West, or Central/UT-Austin route was ever proposed.

- Route Line and Timepoint**
- 1** Buses make additional stops between the points shown.
- 1** Connecting Routes

New 315 (industrial area): "the Y," Oak Hill Shopping Ctr, vacant ACC-Pinnacle

Title VI: South buses run 2.5 hrs earlier/later than Northeast, reduces wages + 1- to 3-mile walk home

April 20, 2018: Equity Meeting w/CEO Clarke, Comm. Travillion, & CM Houston; requested 315 resources move to Northeast to no avail.

315 WEEKDAYS/EASTBOUND

Southeast-west

	1 ACC Pinnacle	2 Oak Hill Plaza	3 US 290 Walmart	4 Western Trails at Sage Brush	5 South Congress Transit Center (Bay I)	To Route/Garage
AM	5:35	5:50	5:56	6:01	6:15	
	6:05	6:20	6:26	6:31	6:45	
	6:35	6:53	7:00	7:05	7:20	
	7:05	7:23	7:30	7:35	7:50	
	9:35	9:50	9:57	10:02	10:17	G
	10:05	10:20	10:27	10:32	10:47	G
PM	10:35	10:50	10:57	11:02	11:17	G

315 WEEKDAYS/WESTBOUND

<https://www.capmetro.org/schedules/>

	5 South Congress Transit Center (Bay I)	4 Western Trails at Sage Brush	3 US 290 at Brodie	2 Oak Hill Plaza	1 ACC Pinnacle	To Route/Garage
AM	4:54	5:09	5:14	5:25	5:30	
	5:24	5:39	5:44	5:55	6:00	
	5:52	6:08	6:13	6:25	6:30	
	6:22	6:38	6:43	6:55	7:00	
	8:50	9:07	9:12	9:25	9:30	
	9:20	9:37	9:42	9:55	10:00	
	9:50	10:07	10:12	10:25	10:30	

3 Jun 2018

339 WEEKDAYS/WESTBOUND

RED FLAG

339-Tuscany/UPS to Tannehill (beside Greater Mount Zion): 120 Boardings (60-min)

Northeast

	1 Tannehill at Webberville	2 Crystalbrook at Loyola	3 Walmart at Norwood	To Route/Garage
AM	6:10	6:29	6:56	
	7:10	7:29	7:56	
	8:10	8:29	8:56	
	6:10	6:24	6:46	
	7:10	7:24	7:46	
PM	8:10	8:24	8:46	

339 WEEKDAYS/EASTBOUND

	3 Walmart at Norwood	2 Crystalbrook at Loyola	1 Tannehill at Webberville	To Route/Garage
AM	6:10	6:30	6:52	6
	7:10	7:30	7:52	6
	8:10	8:30	8:52	6
	6:10	6:29	6:55	6
	7:05	7:21	7:40	6
	8:05	8:21	8:40	6
	9:05	9:21	9:40	6

Last 339 ... County bus (237) leaves @ 7:40P; 1-mile walk to FM 969/Craigwood

RED FLAG

Southwest Austin

Southeast-west 333 vs. Northwest (383)
Same ridership (19/hr)/different outcome

Connections2025.org [Resources]



Route	333-William Cannon		Southwest: 18.6 riders/hr 15 min, 7 days/week		
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	25,031	466,595	18.6	\$ 1,877,325	\$ 4.02
Proposed	30,145	703,140	23.3	\$ 2,260,875	\$ 3.22
Variance	5,114	236,545	4.7	\$383,550	(\$0.81)

Route	383-Research		Lakeline-Northwest: 19.2 riders/hr 30 min, 7 days/week (5 min increase)		
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	26,830	515,040	19.2	\$ 2,012,256	\$ 3.91
Proposed	35,955	872,190	24.3	\$ 2,696,625	\$ 3.09
Variance	9,125	357,150	5.1	\$684,369	(\$0.82)

19 riders/hour: Precincts 2 & 3

Title VI: 333 = Inequitable distribution of funds

Even though ridership was exactly the same (rounded up), CM Kitchen's Route 333 improved tremendously.

Under Cap Remap, 333-William Canon improved to 15-min headway, 7 days/wk (Sundays, too). 383-Lakeline is the only Northwest fixed route. It improved 5 minutes to 30 min, 7 days/week.

3Jun2018

Disparate Impact: Last 383 at NLTC is 10:30PM. South: Buses operate at least one hour later so there's greater earning power in South Austin!

333E 4:46AM-10:53PM from ACC-Pinnacle; 333W 5AM-11:30PM
383North (NLTC); South (MetroRail Lakeline): 5AM-10:30PM
<https://www.capmetro.org/schedmap/?svc=0&f1=333&s=0&d=E>
<https://www.capmetro.org/schedmap/?svc=0&f1=383&s=0&d=N>

RED FLAG

Southwest Austin

171 Oak Hill Flyer: Proposed as Express Upgrade



Frequency improved 9- to 14-min + Extra PM Trip

\$2.50 Day Pass remained instead of \$7 Express

Wednesday, November 15, 2017

12:00 PM

12:09 PM Meeting Called To Order

3:56 PM Meeting Adjourned

Gregory Watson, stated he would like to keep the portion of Route 333 that serves the Oak Hill Park & Ride (Route 171, the commuter express flyer). This will allow residents from the Maple Run neighborhood to maintain accessibility to the Oak Hill shopping center, in particular access to the HEB located in that area.

Pamela Rogers, representing the Maple Run Neighborhood Association thanked the board and staff for keeping route 333. However, it no longer connects to the 171 which would take riders to Oak Hill and downtown. Please add this segment back to Route 333.

Title VI: Disparate Impact

Riders in Historic Black Neighborhoods (e.g., 233-Colony Park, 237 and 339-Tuscany to Craigwood) wait 60 minutes for a bus. New Route 339 (120 boardings) far exceeds 333-Convict Hill (2.9 boardings/hr), but Southwest riders wait half as long—only 30 minutes. Fixed routes north of NLTC operate 45 minutes; all meet or exceed Standards. Deeter only applied ridership Service Guidelines and Standards to justify eliminating Northeast Route 240, though it exceeded ridership, or creating 60-minute “frequency.” There was no Board discussion on the cost to restore or create low-ridership South/West/Central routes nor to improve Northeast Dell Limited Flyer 135 for 1.8 riders/hr.Ⓢ

Fighting Fake News: Eliminated 240 was compared to the estimated \$9.9M restored, improved, and newly created Southeast-west routes. Rather than treating Northeast taxpayers equally, Capital Metro launched a misinformation campaign and used images of Black people to promote frequency while intentionally excluding Northeast riders. —**June 1, 2018** Community Involvement Manager Jackie Nierenberg told KXAN & KVUE that Route 240 was eliminated due to low-ridership though the opposite was true. —KAZI: Capital Metro aired “More Frequent, More Reliable, and Better Connected” false advertisement to Blacks though the worst 60-min route (339) ran near the station.

Archive Cap Remap Flyer: Slide 37 (bottom half) shows how Northeast routes worsened after service reductions. It also includes disparate impact findings (upper right). **Tuesday (August 21, 2018)** Travis County Commissioners Court: What’s the Ask? Request Capital Metro show the Court analyzed alternatives for 233 and 237 [p. 38] before they determined \$87K FY 2018 Funds were “excess” and could be used for Elgin Green Line Study. I also request to speak on the agenda item. Thanks! **33**

Title VI: Route 135-Dell Limited (\$40.81/rider) vs. Route 392 (\$4.91/rider)

7 AM/PM Trips: **10-14 min** for **1.8 riders/hr** vs. **Northeast minorities: 45-60 min**

P.M. TIMES ARE IN **BOLD** / LOS HORARIOS PM SE INDICAN EN LETRAS OSCURAS

135 WEEKDAYS/NORTHBOUND

135 WEEKDAYS/SOUTHBOUND

1 Pleasant Valley at 7th	2 Airport at Manor	3 Tech Ridge Park & Ride (Bay B)	To Route/Garage	3 Tech Ridge Park & Ride (Bay B)	2 Airport at Manor	1 Pleasant Valley at 7th	To Route/Garage
5:11	5:21	5:45		5:47	6:13	6:22	G
5:21	5:31	5:55		5:58	6:24	6:33	G
5:41	5:51	6:15		6:08	6:34	6:43	G
5:56	6:06	6:30		6:19	6:45	6:54	G
6:06	6:16	6:40		6:26	6:52	7:01	G
6:16	6:26	6:50		6:56	7:22	7:31	G
6:46	6:56	7:20					

MORNING

AFTERNOON

3Jun2018

142 WEEKDAYS/SOUTHBOUND

142 WEEKDAYS/NORTHBOUND

1 Amherst at Duval	2 Metric at Braker	3 Rundberg at Lamar	4 8th at Congress	5 Riverside at Congress	To Route/Garage	5 Riverside at Congress	4 7th at Colorado	3 Rundberg at Lamar	2 Metric at Braker	1 Amherst at Duval	To Route/Garage
6:18	6:38	6:50	7:20	7:30	G	4:10	4:18	5:02	5:17	5:34	G
6:43	7:03	7:16	7:50	8:01	G	4:40	4:48	5:41	5:54	6:09	G
7:13	7:33	7:46	8:20	8:31	G	5:10	5:18	6:02	6:15	6:30	G
7:45	8:04	8:16	8:50	9:01	G	5:40	5:47	6:27	6:40	6:55	G

MORNING

AFTERNOON

Improved Spontaneous Travel

171 WEEKDAYS/NORTHBOUND

171 WEEKDAYS/SOUTHBOUND

1 Silvermine at Highway 71	2 Oak Hill Park & Ride	3 US 290 at Old Federicksburg	4 Seaholm Station (NB)	5 7th at Colorado	6 San Jacinto at 24th	7 Red River at 32nd	To Route/Garage	7 Red River at 32nd	6 San Jacinto at 24th	5 8th at Congress	2 Oak Hill Park & Ride	3 US 290 at Old Parkwood	1 Silvermine at Highway 71	To Route/Garage
—	5:54	—	6:08	6:13	6:25	—		—	12:30	12:42	1:12	—	—	
—	6:25	—	6:39	6:44	6:56	—		—	3:40	3:52	4:32	—	—	
6:45	7:04	7:06	7:22	7:28	7:40	7:45	G	—	4:00	4:12	4:52	—	—	
—	7:13	—	7:37	7:43	7:55	—	G	—	4:20	4:32	5:12	—	—	G
7:25	7:44	7:46	8:02	8:08	8:20	8:25	G	—	4:40	4:52	5:32	—	—	G
—	7:58	—	8:22	8:28	8:40	—	G	4:54	5:00	5:12	5:57	6:00	6:17	G
—	8:18	—	8:42	8:48	9:00	—	G	5:24	5:30	5:42	6:27	6:30	6:47	G
—	1:20	—	1:36	1:42	1:54	—	G	—	6:00	6:12	6:52	—	—	G

Title VI: Flyers to Downtown
Inequitable Distribution of Funds
17Feb2017 CapMetro Financial Plan

Unilateral Decision: Choice Riders
Who authorized 135 Flyer improvement?

Route	135-Dell Limited				
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	2,775	5,100	1.8	\$ 208,144	\$ 40.81
Proposed	-	-	-	\$ -	-
Variance	(2,775)	(5,100)	(1.8)	(\$208,144)	(\$40.81)



Title VI: 142 Metric Flyer (3Xs as long as 135-Flyer)
4 AM/PM Trips: 30 min/10.2 **Northeast minorities**

Note: 142 serves eliminated 240-area, yet no expansion of service.

Route	142-Metric Flyer				
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	2,414	24,735	10.2	\$ 181,050	\$ 7.32
Proposed	-	-	-	\$ -	-
Variance	(2,414)	(24,735)	(10.2)	(\$181,050)	(\$7.32)

CapMetro Service Guidelines/Standards
Minimum Ridership: 15 riders/hour
Connections2025.org [17Feb2017]

Title VI: 171 Oak Hill Flyer, most Flyer trips in system?
8 AM/PM Trips: 9-20 min + 2 extra 30-min PM trips

Route	171-Oak Hill Flyer				
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	3,719	52,020	14.0	\$ 278,906	\$ 5.36
Proposed	-	-	-	\$ -	-
Variance	(3,719)	(52,020)	(14.0)	(\$278,906)	(\$5.36)

RED FLAG

CAP  **REMAP**

Title VI

Cap Remap Flyer: Southwest Expansion vs. Northeast Reduction (p. 36)
Pending: August 21, 2018 Travis County Commissioners Court
Transit Development Plan Action Item Request (p. 37)

Pending: Slides will be updated for the Zoning and Platting Commission to include August 27, 2018 testimony against use of \$87,242 for Project Connect (Elgin Green Line Study) and Travis County Transit Development Plan. Funds should be used for the purposes intended to reduce the risk of a pedestrian fatality on FM 969. After the last 237-Northeast Feeder (bus funded by Commissioners) departs Greater Mount Zion, it's a 3.8-mile walk to Community First! Village with no sidewalk.

Got Problems with Cap Remap? CAP REMAP

Submit Title VI Complaint Today!



Cap Remap was made possible by service reductions north of North Lamar Transit Center!
 Title VI, Civil Rights Act of 1964 prohibits discrimination based on race, class, or national origin.
 Capital Metro reduced buses to minorities to give white choice riders 15- to 30-minute frequency.



Email: Christopher Macneith, Civil Rights Officer
 Federal Transit Administration, Region VI
christopher.macneith@dot.gov

Cc: titlevicomplaints@capmetro.org
 Robert Patrick, FTA Region VI Director: Robert.Patrick@dot.gov
 Capital Metro Board of Directors: boardofdirectors@capmetro.org
 Randy Clarke, CapMetro CEO/President: Randy.Clarke@capmetro.org

Ask to restore:
 240-Rutland
 300-Rogge
 339 to 30 min
 392-Arboretum

Call the Go-Line: 512.474.1200 ~I walk-transfer and wait more!
 Say: I want to file a Title [six] complaint on Cap Remap Route ____.
Get: Reference number (also called CCR #: Customer Call Report)
Ask: Operator to repeat complaint; make sure he/she says Title VI
U.S. Mail: CapMetro MUST respond! Google: FTA Title VI Complaint Form
 © Be empowered: More than one person can sign the complaint!

Speak@Next CapMetro Mtg
 30Jul2018/Noon, 2910 E. 5th St.

Minority Routes: Title VI Violations
 Infrequent, Unreliable, Disconnected



No more east-west connectivity north of North Lamar Transit Center (NLTC)!

Partial 15-minute bus—325, worse: No more east-west connectivity Walmart-Norwood to Northcross!
 ☉325 is now: Old Route 1-Tech Ridge to Metric and Old 325-Rundberg to Walmart-Norwood.

30 min. **New minority Route 324-Ohlen, worse:** Must transfer to the Westside; more wait-time.
 ☉324 is now: Old 10-Georgian/325-Ohlen. No more 15 min east-west Walmart-Norwood to Northcross!

30 min. Route **1, no improvement:** Replaced 275-Tech Ridge to NLTC which operated 30 minutes.
 Before Cap Remap, #1 operated Tech Ridge to Metric, Rundberg [now 325], North Lamar to William Canon.
 ☉1 is now: Old 1L/1M (N. Lamar to S. Congress: No more 13-18 min; it's 30 Tech Ridge to William Canon).

45-min. Shortlined **392, worse: No east-west Arboretum connectivity;** stops at MetroRail-Kramer.
 Before Cap Remap, **574 [383/392] petition signatures saved 383-Lakeline** then staff combined 243/392.
 ☉392, now: Disconnected from jobs, 803 Rapid; 30-min transfer: Braker/Burnet-3, 383; no Collinwood stop.

45-min. **243-Wells Branch, worse:** No more 30-min Peak (3.5 hrs. AM/PM); no Merriltown elders' bus.

60-min. New minority Route 339-Tuscany, worse: New 339 restored 19-Bull Creek every 35 min.
 Before Cap Remap, 323-Tannehill to Tuscany: **120 boardings/day vs.** 19-Bull Creek: **1.8 boardings/hour**
 ☉339, now: Old 323 runs 60 min (before: 35-45 min, Day: M-F). **19 cost \$65.27/rider vs. 323: \$3.97/rider.**

35-min. Restored **323, worse:** Now three routes instead of one continuous route = **more wait-time**
 ☉323, now 35 min: Walmart-Northcross to Norwood/60 min: 339-Tuscany/30 min: 6-Tannehill to Downtown



Transportation Discrimination CAP REMAP

Capital Metro found Cap Remap had a disparate/negative impact on minorities. To get federal dollars, they alleged fixing the discriminatory problem by creating 7 "New" routes? But **324 and 339 weren't new at all!**

June 2018 Service Equity Analysis

When we considered individual changes, a potential disparate impact on minority populations was found for 11 of 13 routes that were proposed to be eliminated and 18 of 20 routes that were proposed for major service changes based on the policy thresholds for consideration. The potential disparate impacts were mitigated on almost all of the eliminated routes as these routes would be replaced or served by one or multiple new or changed routes. **Reality: No 240 alternatives were analyzed! Riders now walk 0.7 miles. decrease**
 In fact, eight of those modified routes will have a significant frequency increase that would bring benefits of this service change to minority populations. In addition, there were five new routes that would provide services to significantly high minority population areas. Source: April 23, 2018 CapMetro Board (p. 201)

File Title VI Complaint: Minorities still walk 3 miles from Parmer to 392, 2.2 miles-Samsung!
Shame on CapMetro for Implementing a Plantation Plan with Taxpayer Dollars!
7 New Routes: Southwest—105 S. 5th; 315 (Hwy 290 to ACC-Pinnacle); Southeast 310-Parker Northeast: 339-Tuscany (60 min); 324-Ohlen, worse: Minorities wait twice as long; same routes. 318-Westgate: \$1.8M = 10.3 riders/hour, fewer than standard vs. eliminated 240 (20.3 riders/hour) 335-Mueller: 120% MFI/\$95K salary, home ownership. 345-45th: 0.4% Blacks live in Hyde Park.

Non-Minority: Frequent, Reliable, and Better Connected CAP REMAP

15-minute Frequency: Mueller (four routes: 10, 20, 300, 335) vs. north of NLTC (½ route) 15 min (New east-west): 335-Mueller to Mopac [H.E.B. to Casis Elementary-Exposition]
Title VI Violation: 21-Exposition and 240-Rutland were eliminated. ~Rideshare only serves Tarrytown
Free Exposition Rides less than ½-mile from 335-Casis to Howson Library or 18-Enfield: 6-month Pilot Board Member Ann Kitchen's Resolution and Amendment included Exposition but excluded 240. CapMetro is required to analyze minority route alternatives before/after elimination (FTA C 4702.1B).

15 min (North-South, 4:17AM-Walmart-Norwood to Southpark Meadows); replaced 7 at Walmart.
 15 min (North-South, 5A-12A): 20-Manor to ABIA. Springdale residents walk to 51st St or Manor.
 15 min (NS): 300, MetroRail-Crestview to Westgate; combined w/Old 331-Oltorf; same frequency.
300, now: No Rogge stops. Low-income/minorities walk from Reserve-Springdale to 51st, over ½-mile.

Reliable: Improved Low-Ridership Routes! ~Minimum Standard: 15 riders/hour
1.8 boardings/hour, 30 min: 19-Bull Creek vs. 120 boardings/day, 60 min: 339-Tuscany/Old 323
2.9 boardings/hour, 30 min: 333-Convict Hill and 315-Ben White; both go to vacant ACC-Pinnacle
 3.5 boardings/hour, eliminated Exposition = Ride Austin vs. 240 (5 north stops = 93 boardings) = **Walk!**
 Low-income/minorities walk 10 blocks to St. David's; 0.7 miles to work: Metric to H.E.B. (Parmer/Loop 1)
10.3 riders/hour, 30 min: New 318-Westgate/Old 238. Cost: \$1.8M vs. 392 (15.3 riders/hour = \$916K)

Frequent, Reliable, Better Connected: South/West, Westgate, UT, Central, Lake Austin
 15 min: 333-William Canon (18.6 riders/hour) vs. 30 min 383 (19.2 riders/hour): Why different frequency?
 30 min: **New 105 S. 5th Peak (AM/PM);** Frequent Route 10, off-Peak: 15 min; **New 345-45th St:** 30 min.

What Should Travis County Commissioners Do to **Comply with Title VI?** Before executing FY 2018 \$87K “excess” to study the Elgin “Green Line,” analyze and meet transit-dependent riders’ needs on Routes 233 & 237!

Monday (August 6, 2018): Council Member Ora Houston reminded Commissioner Jeff Travillion that people can’t get home to Community First! Village from work. Hog Eye has no sidewalk from Decker Lane which endangers riders’ lives as they walk home. Lighting conditions: Unknown.

- The last Route 237-Northeast Feeder eastbound bus is 7:40PM from Greater Mount Zion (Tannehill).
- Joint City of Austin/CapMetro Work Session Video: <http://capmetrotx.iqm2.com/Citizens/Default.aspx>

What’s the Ask for Travis County Commissioners Court: Transit Development Plan Item?

Todd Hemingson said, “Commissioners Court will be taking this item up on August 21st.” Please ask Capital Metro planners to brief Commissioners on Routes 233-Decker/Daffan Lane and 237-Northeast Feeder alternatives as part of the Transit Development Plan (Clip 23:30). Specifically require staff to show how they determined that stopping 233 at 6PM in Colony Park and 7:40PM eastbound from Tannehill (Greater Mount Zion) served riders’ needs. Ideally, Commissioner Jeff Travillion should have requested this briefing before designating \$87K as “excess” FY 2018 funds to study the **Elgin Green Line. That study should be placed on hold until the transit needs of Northeast Austin riders in the unincorporated areas of Travis County on 233 and 237 are met.** Capital Metro should brief Commissioners on Title VI disparate impact findings with 233 and 237 riders’ input. For comparison, see schedules for 19-Bull Creek (1.8 boardings/hr) and 135-Dell Limited (1.8 riders/hr); both routes improved with no discussion regarding the \$65.27 Bull Creek subsidy or \$40.81 per rider on 135-Flyer, again improving South Austin service at the expense of Northeast transit-dependent minorities forced to wait 45-60 minutes for buses with no Peak service to get to/from work, diminishing quality of life!

- **Public Comment:** I also request to speak on Tuesday on the Transit Development Plan agenda item. Please let Judge Eckhardt know.
- **August 13, 2018/Clip 55:00:** <http://capmetrotx.iqm2.com/Citizens/SplitView.aspx?Mode=Video&MeetingID=1729&Format=Agenda>



Approval of a resolution authorizing the President & CEO, or his designee, to negotiate and execute a three-year Interlocal Agreement (ILA) with Travis County to implement the Travis County Transit Development Plan in an amount not to exceed \$221,422 in FTA Section 5307 funds and \$332,133 in local funds from Travis County per year.

Monday, August 13, 2018 (Capital Metro Operations Committee): Members moved Travis County Transit Development Plan to the full board without recommendation. CM Ann Kitchen asked what the \$221K would fund and wanted to ensure Manchaca residents were included in public input. CM Delia Garza noted Southeast riders’ needs and questioned prioritization

for Precinct 1 projects (e.g., Austin’s Colony Pilot). There was also confusion over continued funding for Routes 233 and 237-Northeast Feeder. Commissioner Travillion emphasized Central Health Pilot. This discussion confirmed that Capital Metro did not discuss 233-Decker/Daffan Lane and 237-Community First! Village during Cap Remap. There is no data on 233-Decker/Daffan in CapMetro’s 2017 Financial Plan though it was considered for elimination initially in Connections 2025 but restored. **Connections2025.org [Resources: CapMetro 2017 Financial Plan]**

Route	237-Northeast Feeder				
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	3,661	7,691	2.1	\$ 274,600	\$ 35.70
Proposed	4,368	42,920	9.8	\$ 327,606	\$ 7.63
Variance	707	35,229	7.7	\$53,006	(\$28.07)

June 16, 2018

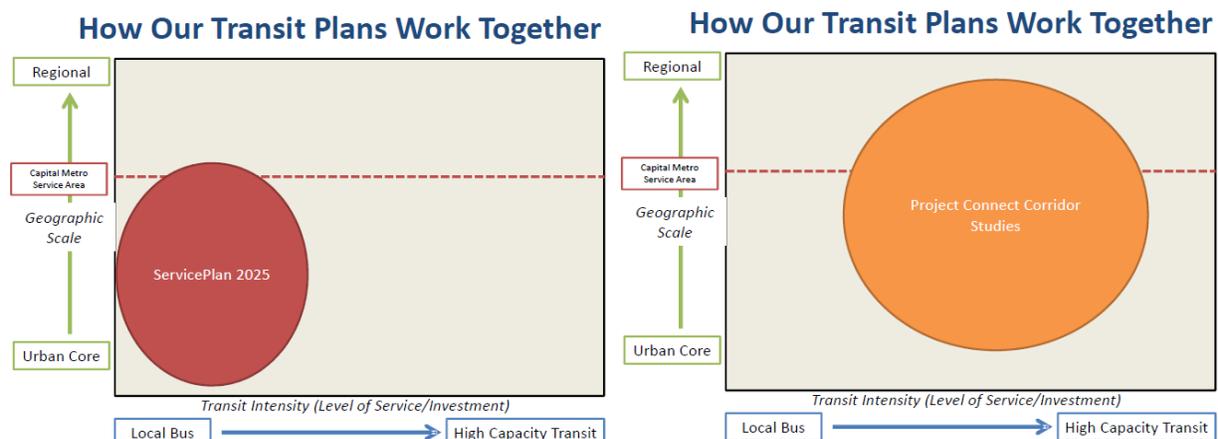
Memorandum for City of Austin Zoning and Platting Commissioners

Subject: Capital Metro Service Equity Analyses, Interlocal Agreement Ideas, and Future Northeast Austin ZAP Transit Briefing

➤ You have my permission to attach this document to your Title VI Federal Transit Administration Office of Civil Rights Complaint Form-zcj

1. **Gratitude:** Thanks for your generous time during Tuesday's Zoning and Platting (ZAP) Commission Meeting (June 5, 2018) at Austin City Hall. In response to Commissioners' questions, text herein notes Capital Metropolitan Transportation Authority (Capital Metro) Title VI Service Equity Analyses (2017-2018), Interlocal Agreements (ILA), strategy to focus Capital Metro's future ZAP briefing on Northeast Austin: North Lamar transit corridor noted in Project Connect (\$3M Downtown Study), North Lamar Transit Center (NLTC) redevelopment and loss of east-west connectivity on routes north of NLTC (See June 5, 2018 corridors email), and need to rebuild trust. Disconnected Northeast routes counter Imagine Austin (2012) neighborhood centers model: "New mixed use areas need to have affordably priced housing, be walkable and bikable, and be linked by transit to jobs" (p. 11). Cap Remap's discriminatory changes undergird ZAP Council recommendations and complicate Austin's affordable housing crisis (Appendix A).

2. **Transit Plans:** September 14, 2015 slides show transit as the foundation for Project Connect regional planning. Cap Remap disparate impact findings remain unresolved. Thus Capital Metro's exclusionary plans violate Title VI, Civil Rights Act of 1964.



Source: September 14, 2015 Special Board Meeting (pp. 9, 13). Retrieved from <http://capmetrotx.iqm2.com/Citizens/FileOpen.aspx?Type=1&ID=1575&Inline=True>

3. **Federal Law:** Title VI, Civil Rights Act of 1964, 42 U.S.C. § 2000d et seq. prohibits discrimination based on race, color, or national origin; Amendment XIV to the United States Constitution. Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients, "[T]he transit provider must consider and analyze alternatives" for a disparate impact finding (FTA C 4702.1B, 2012, IV-16). During June 5, 2018 remarks, I noted inequities on Northeast routes and gave alternative solutions.

4. **Title VI Service Equity Analysis:** Capital Metro's Board approved its Title VI Service Equity Analysis November 15, 2017 and Title VI Triennial Update on April 23, 2018. Both packets noted disparate impact findings (15Nov2017, pp. 40, 120; 23Apr2018, p. 201). Later I'll explain "New" Route 339-Tuscany in the context of land use since creation of smokescreen routes were a mitigation measure. New 324-Ohlen/Georgian combined old Routes 10, 325. Capital Metro omitted NLTC and 75% white survey results, so the Federal Transit Administration (FTA) found no disparate impact based on partial data and a well-crafted marketing message.

a. References: November 15, 2017 Board Packet (June 2018 Service Changes, p. 26; Title VI Service Equity Analysis, p. 54).

➤ Archive Meetings Weblink: <http://capmetrotx.iqm2.com/Citizens/Calendar.aspx?From=1/1/2017&To=12/31/2017>

➤ April 23, 2018 Packet Weblink: <http://capmetrotx.iqm2.com/Citizens/FileOpen.aspx?Type=1&ID=1718&Inline=True>

b. Disparate Impact Findings: 11 of 13 routes proposed for elimination and 18 of 20 routes due to change June 3, 2018 had a disparate impact (below). Mitigation included creating two "New" minority routes out of 7 that primarily benefit South/West whites.

❖ **June 2018 Service Equity Analysis**

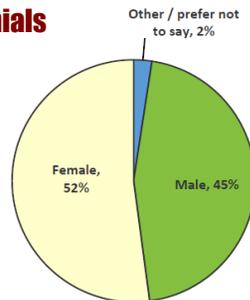
- When we considered individual changes, a potential disparate impact on minority populations was found for 11 of 13 routes that were proposed to be eliminated and 18 of 20 routes that were proposed for major service changes based on the policy thresholds for consideration. The potential disparate impacts were mitigated on almost all of the eliminated routes as these routes would be replaced or served by one or multiple new or changed routes. Similarly, most of the modified routes would be replaced or served by one or multiple routes. In fact, eight of those modified routes will have a significant frequency increase that would bring benefits of this service change to minority populations. In addition, there were five new routes that would provide services to significantly high minority population areas.

5. ZAP Implications: Recommend Council amend the Strategic Housing Blueprint to include Capital Metro data as an Appendix.

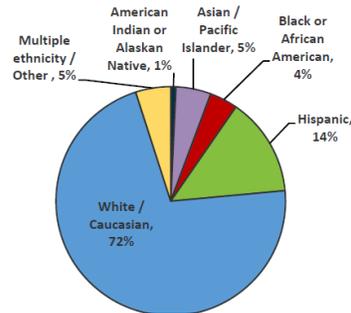
a. Target Audience: December 14, 2015-March 13, 2016. About 5,000 surveys (partial results below): 72% white, 52% female (25-35), majority had access to two vehicles, earned \$100K, and 94% had some college (≈27% graduate degree). Capital Metro then created its new bus network saying “the people” wanted to walk ½-mile for frequency.¹ Chairman Wade Cooper relied on AURA third party data, unavailable to the public, asserting minorities had access to the frequent network without considering time to walk to main corridor from home, wait-time at neighborhood stop, wait-time to transfer before accessing frequency, and safety!

Question 21: Gender
Responses: 3,597

Focus: White Millennials



Question 23: Which race/ethnicity best describes you? Please select only one.
Responses: 3,544



ABSTRACT

This Community Survey Summary provides an overview of survey responses received as part of Capital Metro’s Connections 2025 transit study. The survey, posted online via SurveyMonkey.com, was available between Dec. 21, 2015, and Mar. 13, 2016, and was publicized via the project website, emails, online and print ads, at stop outreach, partner cross-promotion and public meetings/events. The survey included a range of questions designed to capture respondents’ travel patterns, demographic information, priorities, and opinions on transit in Central Texas.

b. Public Participation: Consultant Russ Chisholm relied on surveys from primarily white choice riders (72% out of about 5K). Abstract specifies the data collection period when NLTC changes were withheld. Yet, Capital Metro Vice President of Strategic Planning Todd Hemingson misleadingly reiterated robust public involvement during the Final Connections 2025 Work Session on February 17, 2017 asking rhetorically: Did we reach everybody in Austin? No. He never acknowledged the lack of minority surveys.

Public Meeting Participation

Date	Location	Engaged
February 16	ACC South Austin	15
February 16	Online Webinar	5
February 17	City Hall	50
February 17	ACC Riverside	3
February 17	Northwest Austin Recreation Center	10
★ February 18	ACC Pinnacle	4
★ February 18	<u>North Austin YMCA Rundberg</u> : 1, 240, 325	10
February 18	Pleasant Hill Branch Library	6
February 18	Online Webinar	4
★ February 20	Faith United Methodist Church	50
February 20	Asian American Resource Center	18
February 23	Manor City Hall	10
March 1	Lago Vista City Hall	2
March 2	Pleasant Hill Branch Library	6
March 8	District 2 Open House	36
Total		229

See Appendices B. C

Note: Open House Methodology. Standard static maps. Capital Metro staff onsite but no mini-presentation. Riders had to arrive informed or might've left lost or confused.

7
Connections2025.org | 512-369-6000

Attachment: MARCH BOD Presso Connections 2025 (3484 : 2025 Ridership Campaign Review)

¹ CapMetro (2016). Connections 2025: Community survey summary [Resources]. Retrieved from connections2025.org

c. Pop-Up Participation: Methodology remained undefined. Did staff simply tell riders how to take Connections 2025 survey? No notice was posted to inform NLTC riders of proposed eliminated or re-routed buses. Generic meeting signs eventually appeared, but Capital Metro posted nice hard plastic notices with maroon letters on the Red Line telling white riders of Loop 1 construction delay. Lawyer Kerri Butcher sent my December 2017 request for NLTC redevelopment and notices to Texas Attorney General.

Pop-Up Meeting Participation

Date	Location	Engaged
February 8	Leander Station	50
February 9	Lakeline Station	65
February 10	Howard Station	23
February 10	Bluff Springs	35
★ February 11	North Lamar Transit Center	55
February 11	ACC Highland	35
February 14	Austin Marathon	30
February 17	Republic Square Station	90
February 20-21	Chinese New Year	140
February 26	Mobile Outreach	51
February 27	Republic Square	75
March 1	ACC Riverside	50
March 5	Riverside T-Mobile	7
March 6	Zilker Kite Festival	397
March 7	ACC South Austin	25
Total		1,128



Attachment: MARCH BOD Preso Connections 2025 (3484 : 2025 Ridership Campaign Review)

6. **Title VI Service Equity Analysis:** Capital Metro responded below to my Title VI Complaint 2017-0326 (April 23, 2018 Board Packet, p. 114) noting, in part, "[W]e are conducting equity analysis for each major service change as they go to the board for approval," asserting "multiple equity analyses." NLTC redevelopment did not "go to the board" nor did 240 elimination, shortlining 392-Braker (eliminating east-west one-seat ride to Arboretum jobs), or segregating Northeast minorities on 392/243-Wells Branch.

C-1. Summary of Title VI Complaints

Table 1. Summary of Title VI Complaints (2015 - 2017)

Date Filed	Summary of Complaint	Status/Action Taken
6/13/17	Capital Metro received the FTA Complaint No. 2017-0326 on 10/31/17. Complainant originally filed a claim to the FTA on 6/13/17 stating that Capital Metro violates Title VI on the basis of race, color, or national origin by not conducting an equity analysis for its short-range service plan, Connections 2025. This Plan recommends for multiple route elimination, addition, and an overall restructuring of Capital Metro bus system. These changes will have a disparate impact and disproportionate burden on minority and low-income population.	On 11-30-17, Capital Metro provided to FTA all necessary documents it was asked for along with answers to series of questions. Capital Metro justified that Connections 2025 was a conceptual plan that didn't warrant any Title VI service change equity analysis. Instead, <u>we are conducting equity analysis for each major service change as they go to the board for approval.</u> In fact, we have already conducted multiple equity analyses related to Connections 2025. This claim is pending on FTA investigation.

Title VI Program 2018 - Draft (4080 : Title VI Program 2018)

a. Title VI Violation (Intentional Discrimination): Capital Metro excluded NLTC from its 2017 Title VI Service Equity Analysis. Disparate impact of dismantled NLTC and eliminated 240 alternatives were never analyzed. TMD Mid-Range Recommendations (FY 2018-2020) noted, "The existing North Lamar Transit Center is currently being proposed for redevelopment ... [B]us transfer activity is the second highest in the Metro service area" (p. 28). Unlike other projects (e.g., MetroRail Downtown Station, \$389K ACC-Leander bridge, less than ¼-mile walk), NLTC was never a Discussion Item on Capital Metro's Board Agenda (2016-2018).

b. February 26, 2018 Following my Capital Area Metropolitan Planning Organization testimony February 13, 2017, Kitchen asked about NLTC. On February 26, 2018 I raised lack of transparency concerns. Kitchen noted the need for a NLTC discussion and Hemingson acknowledged in *Community Impact*, "We're also looking at redeveloping and redesigning the center as well."

June 16, 2018

Subject: Capital Metro Service Equity Analyses, Interlocal Agreement Ideas, and Future Northeast Austin ZAP Transit Briefing 4

7. **Disparate Impact:** Requires comparing minority vs. non-minority routes; equitable distribution of resources (e.g., federal dollars); and “transit provider must consider and analyze alternatives” for a disparate impact finding which Capital Metro failed to do.

▫ Finding a Disparate Impact on the Basis of Race, Color, or National Origin.

If a transit provider chooses not to alter the proposed service changes despite the potential disparate impact on minority populations, or if the transit provider finds, even after the revisions, that minority riders will continue to bear a disproportionate share of the proposed service change, the transit provider may implement the service change *only* if:

- the transit provider has a substantial legitimate justification for the proposed service change, **and**
- the transit provider can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the transit provider’s legitimate program goals.

It is important to understand that in order to make this showing, the transit provider must consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.

FTA should suspend Capital Metro’s federal funds!

Planners chose to dismantle NLTC, oldest bus hub with 9 buses serving minorities, terminus for 4 buses—eliminating Route 240 to St. David’s. Title VI June 2018 Service Equity Analysis (15Nov2017) excluded NLTC and alternative for Routes 240-Rutland, New 339-Tuscany, and 392-Braker to Arboretum job centers with no discussion or public input.

Data Source: connections2025.org [Resources tab]

Alternatives exist but were never discussed (2016-2018).

Austin Community College (ACC) Pinnacle closed 5/2018. CM Ann Kitchen restored/improved 333-Convict Hill to ACC-Pinnacle every 30 min. (2.9 boardings/hr) + New Route 315. April 9, 2018 I asked Capital Metro to move ACC empty 40-ft buses to 392 to get minorities to work every 30 min. like Kitchen’s New 105 S. 5th Peak and **15 min.** on 383-Lakeline like her **333-William Canon:** 18.6 riders/hr. vs. 19.2 riders/hr. Despite same ridership, 383 got 30 min; 392 was shortlined. **Restoring empty buses was not cost-effective or equitable!**

a. Disparate Impact Violation: Planner Caitlin D’Alton said, “[T]here is not [sic] transit option” for 240, which violates Title VI, at the November 1, 2017 Access Advisory Committee Meeting. Minutes appeared in the December 18, 2017 Regular Board Packet. FTA required Capital Metro to review alternatives. Instead, D’Alton confirmed that planners simply eliminated minority Route 240.

Access Advisory Committee

November 1st, 2017

1st Floor Training Room

624 North Pleasant Valley Road Austin, Texas 78702

5:30 p.m. – 6:50 p.m.

New Business

Proposed June 2018 Service Change

Caitlin D’Alton, Senior Planner

Note: D’Alton stated 325-Metric provides MetroAccess availability—a more costly option for riders w/disabilities. “Under 49 CFR § 37.131(c), complementary paratransit fares must be no more than twice the fixed route fares for the same trip at the same time of day on the fixed route system” (CapMetro Paratransit Report, 2014, p. 24).

Misleading 2017 Title VI Analysis: 801/803 MetroRapid are listed options but too far from Parmer/Loop 1 (p. 106).

Caitlin D’Alton presented on the most recent version of the June 2018 service changes. Upon comment from the committee, the team will look at the sidewalk at Burnet & Braker to confirm whether or not the South side of the street has sidewalks. Paul Hunt asked how to get to St. David’s North campus, and Caitlin responded that there is not transit option, but the destination is still MetroAccess eligible because of Route 325 on Metric.

- b. Disparate treatment refers to actions that result in circumstances where similarly situated persons are intentionally treated differently (i.e., less favorably) than others because of their race, color, or national origin.

(1) Cap Remap eliminated 21/22-Exposition and 240-Rutland. Mainly white advocates fought for 21 (e.g., mother Heidi Ross and a dozen O. Henry MS students). Board/Council Member Ann Kitchen also said November 7, 2016, “I know some of them. They don’t have cars. They are completely dependent upon this route to get to work or otherwise. So I know that you’re saying that’s not a lot of people, but I’d like to have a further conversation about that.” She then included Exposition (3.5 boardings/hour) in her resolution but 240 minorities and low-income riders (93 boardings) must walk 0.7 miles, Metric to H.E.B. jobs (Parmer/Loop 1) with no transportation to St. David’s. On June 1, 2018, KVUE showed a lady pushing her walker 10 blocks to see back specialists.

- (2) Kitchen sponsored the sole Connections 2025 Resolution. December 18, 2017 Board Packet (15Nov2017 Minutes, p. 17).

Board member Kitchen then proposed an additional amendment to the base resolution, adding an additional Be It Resolved clause with further detail to include further engagement with stakeholders and implementation of specific solutions to concerns raised during the public input process, to include service along Exposition; a school tripper along Pleasant Valley Road (Route 333); a voucher or other private service solution for access to the Travis County offices on Tx71; service to the Oak Hill shopping center along Route 333; and last, the safety and access concerns in the Rogge Lane and Springdale Road area near the Housing Authority of the City of Austin (HACA) facility. Staff will report back on these activities in the Spring of 2018 prior to the June 2018 service change implementation.

Title VI Violation: Kitchen excluded 240, confirming staff never analyzed alternatives. By June 3, 2018 Exposition got free RideAustin Pilot (6 mo).

8. **Integrity:** Quoting Barbara Jordan, Capital Metro “betrayed the public trust” by improving low-ridership routes serving white riders at the expense of reducing service to minorities while falsely asserting “more frequent, more reliable, and better connected service.” The opposite is true for routes north of NLTC where 45-60 minute routes remained or, for “New” 339-Tuscany, worsened from 35-45 to 60 minutes. In light of Title VI violations, routes should be restored during August 2018 Service Changes with empty ACC-Pinnacle 40-foot buses re-routed to 392-Braker to Arboretum jobs to reduce pedestrian/car interaction in 7 lanes of traffic at Braker/Burnet. Cap Remap created duplicated South/West routes, so the same standard should apply to Northeast Austin routes.

a. Shortlined 392: Disconnects riders from job centers; increases fatality risks, especially for elders and mobility-impaired riders, and eliminates 803 MetroRapid option. From JJ Pickle to Exploration Way/Braker gate, the walk is about ½-mile. Now, riders must wait for 3 or 383 to go ¼-mile to Braker/Burnet or walk. Either way, it proves discouraging with no guaranteed transfer connection.

b. Vision Zero: 392 riders still cross 5 lanes of traffic at Braker/North Lamar. As a cost-neutral solution, Capital Metro can make 801S-Chinatown a time point to save lives! North of NLTC riders must transfer to every bus, making travel longer and unsafe. This cost-neutral solution appeared in my April 20, 2018 Equity Meeting Memo to CEO Randy Clarke. Still, we remain in harm’s way!

c. August 2018 Service Changes: Review will be at the June 18, 2018 Public Hearing with approval on June 25, 2018.

- 240: Restore in its entirety since planners failed to evaluate alternatives in the Title VI Service Equity Analysis;
- 300-Rogge (60 riders/day): Disclose Manor/Rogge data; restore service to 20-acres affordable housing property;
- 339-Tuscany (120 boardings/day): Reduce wait time from 60 to 30 minutes like Northwest low-ridership 19-Bull Creek.
- Evaluate Dessau/Parmer Ln growth; restore Parmer bus to reduce 3-mile walk and 2.2-mile walk from Samsung to 392.

d. Problem: Capital Metro selectively complied with its 2015 Service Guidelines and Standards. Low-ridership exceptions only applied to select West Austin routes (e.g., 19-Bull Creek: 1.8 boardings/hour; 333-Convict Hill: 2.9 boardings/hour) but should apply to the entire service area. As a point of reference, Capital Metro 2015 Service Guidelines and Standards excerpt follows:



Potential corrective actions

Poor-performing services failing to meet minimum productivity standards may be considered for a series of potential corrective actions, including schedule adjustments, route modifications, or elimination.

Schedule adjustments including frequency and service span reductions can improve productivity and cost effectiveness with minimal negative impacts.

Route modifications can help improve productivity and cost effectiveness in many cases. Ridership should be closely examined at the stop level to identify unproductive segments or service gaps. Route extensions or minor realignments may improve access to destinations. Route consolidations or short-turns may reduce duplicative or excess service.

Service elimination may be considered if ridership is consistently underperforming with minimal likelihood for sufficient future growth. All alternative means of maintaining service should be considered before proposing elimination. Elimination does not preclude restoration of service at a later time; however, proven ridership demand must exist before such a step is considered.

Service alternatives may be considered in low-density areas with moderate ridership potential. Demand-response service may carry a small passenger market more cost-effectively than traditional fixed-route bus service. Vanpool may be a suitable alternative for feeder or connector service.

New and altered services

The evaluation of new service proposals will take place as proposals are received or needs identified. Ridership and cost projections for new and altered services should be prepared whenever service changes are proposed. New services should meet minimum standards within one year. Staff may make fine-tuning adjustments during this period. New services are implemented on a trial basis, with the length of the trial period determined at the time of implementation.

9. **Dishonest 240 Media Spin:** Minority Route 240 generated 20.3 riders/hour (exceeding minimum 15 riders). In an 8-hour day, 240 served about 162.4 riders with over two-thirds of boardings (93) at H.E.B., Parmer/Loop 1. St. David's had 24 daily boardings. "Capital Metro's community involvement manager **Jackie Nirenberg** said 240 had only **about 25 riders a day**" on June 1, 2018 in KVUE and KXAN stories, **blatant dishonesty**—no justifiable reason for staff to eliminate productive Route 240 without Title VI analysis of alternatives. Yet mainly 21-Exposition whites, only 3.5 riders/hour (26 boardings/day), got RideAustin Pilot to call for a free ride for 6 months to go less than ½-mile to the bus stop while minorities walk 0.7 miles to H.E.B. and 10 blocks to St. David's.

a. Title VI Service Equity Analysis: Kitchen's Connections 2025 Resolution excluded 240 but included restoring 29-Barton Springs, approved November 15, 2017 (p. 39). At the November 1, 2017 Public Hearings, Connections 2025 Project Manager Lawrence Deeter's slide noted St. David's, 24 current daily boardings (p. 24) compared to 21-Exposition, only 26 daily boardings.

Service is not replaced –



- Route 240 - On the north end of the route, there are five bus stops served by the current route that would no longer be served and are not within a one-half mile walk of the mitigation Routes #325, #801, or #803. It would be approximately a 0.7 mile walk to the proposed Route #325. These stops have a total of 93 average weekday boardings with over two-thirds of the boardings at HEB at Parmer and MoPac. Due to the challenging street network in this area, it would be costly to modify other routes to serve this area.

Affordable Housing Adverse Effect: Unknown
Need data on 240 affordable housing (CapMetro Title VI Service Equity Analysis,

b. Distrust continues: How could Nirenberg allege only 25 riders on 240 and betray public trust? Above, there were "93 average weekday boardings" in the Service Equity Analysis approved November 15, 2017 (p. 39). Below, November 1, 2017 Public Hearings, Deeter's slides notes, "Request: Serve St. David's Medical Center North," 24 current boardings (p. 24): 20.3 riders/hour.

Request: Serve St. David's Medical Center North (Currently served by Route 240 proposed for elimination)

Current Proposal

Bus route with direct access to St. David's North is being cut
KXAN (Yoojin Cho Jun 1, 2018)

http://www.kxan.com/news/local/austin/bus-route-with-direct-access-to-st-david-s-north-is-being-cut/1213873679

Route	Meets Design Guidelines	Grows Ridership	Current Boardings	MetroAccess Impact	Cost
19	N/A	No	24	N/A	N/A

Attachment: **Nov 1 Public Hearing_103117 (3972 - Proposed for Service Changes)**

c. Northeast (240) vs. West (238): Route 238/"New" 318-Westgate improved to 30-minute headway for 10.3 riders/hour at a cost of \$1.8M. Route 238/New 318 costs taxpayers twice as much per rider (\$3.55 more) and nearly twice as much overall (\$820,512) to serve half the riders/hour. Whites now enjoy 30-minute frequency as minorities (93 boardings) walk 0.7 miles to work from Metric to H.E.B. Shopping Center (Parmer/Loop 1). Catering to white millennials at the expense of minorities violates Title VI.

Route 238-Westgate						Route 240-Rutland					
Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax	Compare	Hours	Ridership	Passengers per Hour	Cost	Cost/Pax
Current	6,566	102,240	15.6	\$ 492,463	\$ 4.82	Current	12,605	255,690	20.3	\$ 945,363	\$ 3.70
Proposed	23,545	243,635	10.3	\$ 1,765,875	\$ 7.25	Proposed	-	-	-	-	-
Variance	16,979	141,395	(5.2)	\$1,273,413	\$2.43	Variance	(12,605)	(255,690)	(20.3)	(\$945,363)	(\$3.70)

- Source: connections 2025.org [Resources: Capital Metro 2017 Financial Plan]

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10. **Capital Metro's Racialized History:** August 9, 2017 Beverly Silas made discriminatory remarks against considering a Black male for Capital Metro CEO and hesitation to consider a Black female. Chairman Wade Cooper simply moved on: *This would be a good time to consider criteria*, he said (or words to that effect). Biased, the HR recruiting firm in the room should've been replaced. Before Capital Metro's Board in Silas' presence and before Travis County, I requested she resign. Caleb Pritchard of *The Austin Monitor* courageously broke the story then *Austin American-Statesman* published subsequent stories and Silas' commentary.

a. [Updated: Racially tinged comments spark controversy ... - Austin Monitor](https://www.austinmonitor.com/.../racially-tinged-comments-spark-controversy-for-ca...)
<https://www.austinmonitor.com/.../racially-tinged-comments-spark-controversy-for-ca...>
Sep 28, 2017 - Update: Beverly Silas, vice chair of the Capital Metropolitan ... Travis County Commissioners Court on Tuesday morning that she is **resigning**. [Implicit Bias: Recruiting Firm in the room during Silas' comments should have been replaced.]

b. Title VI Rideshare: Capital Metro started RideAustin Pilot on Exposition though 240 riders generated 162.4 boardings/day. November 7, 2016 Chisholm discussed 21-Exposition low-ridership (3.5 boardings/hour) and recommended first/last mile option.

From: Nirenberg, Jackie [mailto:Jackie.Nirenberg@capmetro.org]
Sent: Thursday, May 31, 2018 9:34 AM
To: ..
Cc: Stern, Lonny; wang-board@westaustinnng.com; Gonzalez, Roberto; Sargent, Sam; Alter Alison; Nirenberg, Jackie
Subject: First Mile/Last Mile Connection

Good morning ...
I completely agree that there should have been more time to promote the event. My apologies for the late notice! The First/Last mile pilot is a very new development, and **the contract with RideAustin was just finalized this week (yesterday, in fact!)**. Admittedly, my scramble to reach out to the neighborhood as soon as possible was inadequate. I know we can and should do better!
Here is what I plan to do moving forward:

1. Send out an informational brochure about the new service to all residents of the neighborhood
2. Schedule a subsequent neighborhood meeting this summer
3. Provide presentations to neighborhood groups

Please let me know if there's anything else we can do to make sure we provide the neighborhood with information on the new pilot service. Informational materials for the new pilot are still in development, but I will forward them to you and the other neighborhood groups as soon as they are available.

As always, we appreciate your feedback!

Best,
Jackie

Jackie Nirenberg
Community Involvement Manager
Capital Metropolitan Transportation Authority
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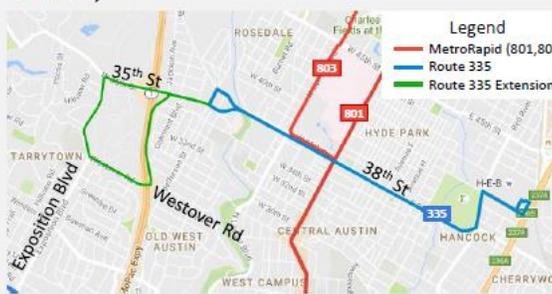
c. Route 21/22-Exposition. Only 3.5 boardings on 21-Exposition segment, in part, to Howson Library, O. Henry MS, Randalls.

Tarrytown (Routes 21/22)

- Potential plan change:
 - Extend Rt. 335 service to Tarrytown

Change Impacts	B. Grove Extension
Current Ridership	59
Boardings per Hour <i>System Average is 26</i>	3.5
Subsidy per Boarding <i>System Average is 4.23</i>	\$34.03

- Action: Not recommended due to very low performance



Our taxpayer dollars fund...
Focus: White Service (6 months)
RideAustin: Free Tarrytown rides

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d. November 7, 2016 Capital Metro Work Session: Six routes plus Mueller transit needs were discussed. Consultant Chisholm and Deeter focused analyses on white-serving routes. December 2015-2016: No Northeast Austin routes discussed over a year.

Focus: White Routes

Draft Plan Proposals Revisited

Based on Community Input

- South 5th (Route 5)
- Mueller
- Bull Creek & Tarrytown (Route 19, 21/22)
- Steck Avenue (Route 19)
- Walsh Tarlton (Route 30)
- Southwest Austin (Route 315, 333)
- Lake Austin (Route 663)

11. **Route 333-Convict Hill segment:** Eliminated, quietly restored and then improved 30 minutes to ACC-Pinnacle with New 315.

Route 333-Convict Hill: 30-Minute Restored/Improved Frequency despite 2.9 ridership and low density
 November 7, 2016 Kitchen pictured w/advocate Pam Rogers. *Oak Hill Gazette*: 'Low density' the reason for route [333] removal (<https://oakhillgazette.com/featured/2016/11/capital-metro-low-density-the-reason-for-route-removal/>)

Capital Metro: 'low density' the reason for route removal

Focus: White Riders



Councilmember Ann Kitchens [sic], who sits on the Capital Metro Board, and MRNA president Pam Rogers. November 21, 2016: <https://oakhillgazette.com/featured/2016/11/capital-metro-low-density-the-reason-for-route-removal/> by Ann Fowler

OAK HILL – "More than 50 people attended a meeting on Nov. 5 about the proposed removal of bus service to Oak Hill. Capital Metro proposed stopping local Route 333 short of Oak Hill. That east/west route serves local neighborhoods, as well as Covington Middle School, the ACC Pinnacle campus, and Precinct 3 offices. It travels east, largely along William Cannon, to stops just behind I-35.

According to the agency's Connections 2025 proposal, Route 333 is not being cancelled, but its route is being shortened. It will travel west no further than the WalMart on Ben White. Service to the neighborhood along Brodie Lane, into local neighborhoods including Maple Run, and to Covington Middle School, ACC and Precinct 3 offices will be eliminated if the Capital Metro board approves the plan. The meeting at the Oak Hill/Will Hampton Library branch was hosted by the Maple Run Neighborhood Association (MRNA)... Councilmember Ann Kitchens, who sits on the Capital Metro Board, and Michael Searle, chief of staff for Councilmember Ellen Troxclair, also attended[.]

MRNA president Pam Rogers announced survey responses taken by 51 residents. She said 57 percent of the respondents rode the 333, 96 percent did not support eliminating Route 333, and only 12 percent—6 people—attended Capital Metro's in-person discussion groups . . . Explaining the proposed cancellation, Lawrence Deeter, project manager for Connections 2025, told the group that **southwest Austin does not meet the transit agency's density requirements for service.**"

a. **Capital Metro Service Guidelines/Standards:** I questioned restored white low-ridership routes, but CEO stated exception.
 • **Title VI Violation:** Cap Remap low-ridership exceptions only applied to restored white-serving routes (e.g., 19, 333).

In addition to peer service comparison, all non-special services should exceed the following minimum thresholds for route productivity:

- Weekdays: 15 riders per hour
- Weekends: 12 riders per hour

Source: Fall 2015 Capital Metro Service Guidelines and Standards (p. 58)

Cost-effectiveness indicators measure the operating cost per passenger. Passenger subsidy for each route should be calculated and assessed each service period.

- b. Route 333-Convict Hill segment: Eliminated, quietly restored and **improved to 30-minute frequency (2.9 boardings/hour)**.

Focus: Two white routes serving white riders to ACC-Pinnacle empty campus at minorities' EXPENSE!

Southwest Austin Local (Route 315, 333)

Challenges:

- Development restricted due to watershed
- Low ridership with many deviations
- Arbor Trails unserved

	Convict Hill	Eskew	William Cannon <small>Brodie Lane to I-35</small>
Ridership	49	57	751
Boardings per hour <small>(6AM – 11PM) System Average is 26</small>	2.9	3.4	44.2
Subsidy per Boarding <small>System Average is 4.23</small>	\$20.28	\$17.35	\$4.89

12. **November 16, 2016 Board Minutes.** Approved December 14, 2016 Board Meeting: Four routes noted below as well as Route 5/New 105 S. 5th St. Peak and 663-Far West dominated Board discussions with no focus on Northeast Austin eliminated Route 240 or 392-Braker/383-Lakeline consolidation, and Parmer growth I raised December 5, 2016—Finance Chair Mitchell unfamiliar.

- a. ZAP Implications: Understanding Capital Metro's focus on South/West and Central Austin contextualizes Title VI violations.

~ NOTICE OF MEETING ~
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
 2910 East Fifth Street Austin, TX 78702

~ Agenda ~

Executive Assistant/Board Liaison Gina Estrada
512-389-7458

Wednesday, December 14, 2016 12:00 PM Capital Metro Board Room

IX. Reports:

1. Connections 2025 Update

Lawrence Deeter, Project Manager, Connections 2025, provided a brief synopsis of what was presented to the Board at the worksession on November 7th. The presentation included background information on Connections 2025. Frequency was by far the highest priority based on Connections 2025 outreach. Based on this information, a new frequent network was created. The new proposed frequent network will triple in size and will include 17 routes as compared to 6 routes. It will provide 10-15 minutes frequent service all day every day. Service currently operates approximately every 15 min six days a week. In addition the new frequent network will provide 80% service to existing customers compared to 50% as of today. Public feedback collected during the outreach process largely focused on several routes, or portions of routes, including:

- Tarrytown - Route 21/22
- Steck Avenue - Route 19
- Walsh Tarlton - Route 30
- South West Austin - Route 315, 333

Methodology: 80% based on what? Capital Metro never disclosed % of coverage vs. ridership nor did staff share how distance was measured. To get to "frequent network" requires long walks (0.7 miles Metric to Parmer; 3 miles Parmer to 392) and delays during inclement weather (rain, cold, 100-degree days).

Planning will continue to investigate these areas and will provide a definitive recommendation to the Board after considering the cost, the potential ridership, and trade-offs of restoring or refining the network to these areas. Next steps are:

- Board will discuss final plan in December

Focus: White routes noted above laid the foundation for Connections 2025 with no minority focus.

b. December 14, 2016 Connections 2025 Update: Again, Chisholm did not recommend restoring low-ridership 333-Convict Hill. Yet by June 2018 Service Changes, 333 improved to 30 minutes on Convict Hill and 15-minutes on William Canon, 7 days/week. Convict Hill (2.9) with Eskew (3.2 boardings/hr) enjoy 30 min. vs. "New" 339-Tuscan minorities (120 boardings/day) wait 60 min!

Capital Metropolitan Transportation Authority MEETING DATE: 12/14/2016
Board of Directors (ID # 3688)
Connections 2025

TITLE: Connections 2025

Southwest Austin: Proposed Service

- Draft Plan discontinues Route 333 service on Eskew and Convict Hill

Performance Metrics	
Weekday Boardings	106
Boardings per hour <small>System Average is 26 Minimum Standard is 15</small>	3.2
Subsidy per Boarding <small>System Average is \$4.23</small>	\$18.85

c. Northeast Minority Alternatives: Before ACC-Pinnacle closed, Chisholm did not recommend Route 333-Fixed Route Option. June 2018 Service Changes: Neither the Board April 9, 2018 nor CEO Clarke April 20, 2018 responded to my cost-neutral solution to move empty 40-foot buses from 333-Convict Hill and New 315-Oak Hill Shopping Center/ACC to 392 to restore east-west connectivity to Arboretum job centers and reduce 803 MetroRapid walk. 333 buses could restore 240 and Parmer bus, too. Low-ridership white-serving routes could forgo frequency to reduce wait time on 339 to less than 60 min. and restore 300 affordable housing bus stops. Just as 333 alternates, the same option could work for elders on 392-Collinwood and 243-Merrilltown as well.

Southwest Austin: Fixed-Route Option

- Extend every other trip to ACC Pinnacle
- ➔
 - Not Recommended
 - \$455K annual cost
 - Serves 106 weekday trips

[PDF]333William Cannon (HIGH-FREQUENCY ROUTE) LOCAL
https://www.capmetro.org/current_schedules/pdf/333.pdf
 Buses make additional stops between the points ... this route map. DESTINATIONS ... Route 333 William Cannon is part of the High-Frequency Network between ... 333 will continue on Eskew and Convict Hill to the ACC Pinnacle campus.

d. **What's the real trade-off?** Minorities built the ridership that Capital Metro relies on (26 boardings/hour, 15 minimum), only to get **Infrequent, Unreliable, and More Disconnected Service** under Cap Remap as the marketing message with our taxpayer dollars tries to persuade us that the plan complies with Title VI of the Civil Rights Act of 1964 though it is in fact discriminatory! As this comprehensive memorandum illustrates, minority routes were never part of Connections 2025 Board Packets in 2016 and data relied on for consultant Russ Chisholm's reports overwhelmingly came from white millennials with minimal Northeast input.

e. How much would it have cost to restore the four white-serving low-ridership routes proposed for elimination June 3, 2018?

Summary: Service Restoration

- Cost of four route extensions:
 - 5 daily peak buses
 - Annual cost approximately \$2.25 million
 - Under current funding allocation, would reduce Frequent Network by 2 routes


35

Attachment: A Transit Plan for the Future (3688 : Connections 2025)

f. Who benefited from behind the door restoration deal? Council Members Ann Kitchen and Ellen Troxclair (333-Convict Hill). Though usually fiscally-conservative, Troxclair advocated for restoring 333—disregarding funding costs. She ignored my email. Though Kitchen (and CM "Pio" Renteria) attended "Courageous Conversations: Beyond Diversity" Training February 22-23, 2018, equitable distribution of the resources proved moot. Ironically May 25, 2018, Kitchen reiterated the need for Cap Remap "equity."

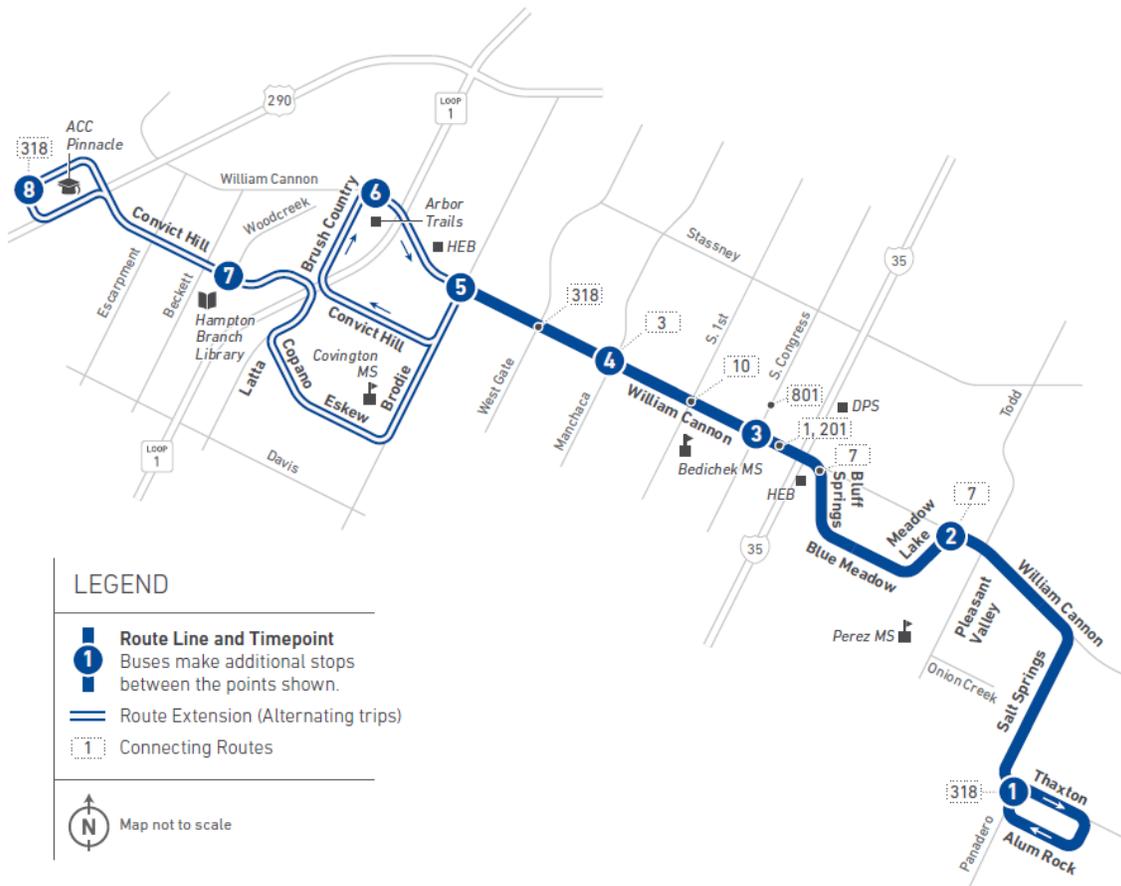
- **More Frequent:** 333-William Canon, 15-minute frequency: 7 days/week with 30-minute Convict Hill alternating trips.
 - Tradeoff: 383-Lakeline generated 19.2 riders/hour vs. 333 (18.6 riders/hour)—only 333 improved significantly.
 - End Result: 383 initially no improvement when uncoupled with 392 then staff improved it 5 min. (30-35 min). Still low-income/minority riders have to wait twice as long as Kitchen's constituents, which violates Title VI.
- **More Reliable:** New 105 S. 5th St. Peak. No Peak bus was ever proposed for Northeast Austin or Route 383-Lakeline.
 - November 7, 2016 Chisholm reasoned that riders rode the bus to/from work, so a Peak bus would serve them better—though more expensive to operate.
 - Tradeoff: 392-Braker has been consistently late for years with minimal recovery time for operators.
 - November 15, 2017: Gonzalez told me to wait after the June 3, 2018 vote (6-2); connections will improve.
 - End Result: The cost to add a Peak 392 bus is about \$180K. Instead, Capital Metro improved 238-Westgate at a cost of \$850K more than 39 (total: \$1.8M) to serve fewer riders (10.3/hour, less than system minimum).
- **Better Connected:** Re-routed 10 goes through Mueller every 15 minutes as part of the "High-Frequency Network."
 - Tradeoff: Riders north of NLTC wait 40-60 minutes with transfers to every bus, causing longer travel time.
 - End Result: Kitchen's constituents can walk during off-Peak times ½-mile or less to Route 10 with connections to frequent routes at South Congress Transit Center or Westgate. No equivalent service at NLTC. Now riders must cross MetroRail-Kramer tracks to board 801N. More chances of a pedestrian-train fatality.

g. What did minorities get? Staff applied each of the adverse effects in FTA C 4702.1B, Ch. IV-13 (2012) to Northeast routes.

- Shortlining: Route 392-Braker to Arboretum, east-west connectivity eliminated to employment and stores.
- Transfers: Each time a transfer is introduced, "wait time has to occur twice," Chisholm (e.g., routes north of NLTC).
- Increased Headway: Old 323/"New" 339-Tuscany increased from 35-45 minutes under old system to 60 minutes.
- Eliminated 240: June 1, 2018 Capital Metro's Community Involvement Manager Jackie Nirenberg lied to KXAN and KVUE about ridership, alleging "only about 25 riders a day" used 240 when, in fact, it was 20.3 riders/hour: 162.4 riders.
 - Source: connections2025.org [Resources]
- Lack of Integrity: Despite repeated requests for route-by-route cost-benefit analysis, Chairman Cooper ignored me.

h. Cap Remap: Improved Route 333-William Cannon (15 minutes); Convict Hill: 2.9 boardings/hour (30 minutes). Connecting routes shown in light gray squares. Perez Elementary parents must walk 0.7 miles to William Cannon unlike Boone Elementary on the Southwest side (Brodie/Eskew). Weekday schedule: Empty 40-foot bus goes to vacant ACC-Pinnacle Campus (next page).

333 William Cannon (HIGH-FREQUENCY ROUTE)



Scan the QR code to see an online version of this route map.

DESTINATIONS

- ACC Pinnacle
- Hampton Branch Library
- Covington Middle School
- Arbor Trails
- HEB
- Bedichek Middle School
- Perez Middle School
- Department of Public Safety

NOTES

Route 333 William Cannon is part of the High-Frequency Network between Broad Brook (near McKinney Falls Pkwy.) and Brodie/Bannockburn. Alternating trips on Route 333 will continue on Eskew and Convict Hill to the ACC Pinnacle campus. That portion of the route will operate on 30-minute frequencies. Customers can identify the final destination of a particular trip by reading the headsign on the bus. Trips that end at Brodie/Bannockburn will display "333 Brush Country," and trips that continue to ACC will display "333 ACC Pinnacle."

- i. Title VI: Northeast Austin Cost-Neutral Solution: Reallocate empty 333-Pinnacle 40-foot buses to 392: Braker to Arboretum; 240: St. David's, H.E.B. jobs (Parmer/Loop 1); 339-Tuscany to Tannehill (reduce 60-min wait); 300-Rogge (affordable housing).

P.M. TIMES ARE IN **BOLD** / LOS HORARIOS PM SE INDICAN EN **LETRAS OSCURAS**

333 WEEKDAYS / WESTBOUND								333 WEEKDAYS / EASTBOUND								
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Panadero at Alum Rock	William Cannon at Meadow Lake	William Cannon at S. Congress	William Cannon at Manchaca	William Cannon at Brodie	Brush Country at William Cannon	Convict Hill at Wood Creek	ACC Pinnacle	To Route/Garage	ACC Pinnacle	Convict Hill at Wood Creek	Brush Country at William Cannon	William Cannon at Brodie	William Cannon at Manchaca	William Cannon at S. Congress	William Cannon at Meadow Lake	Panadero at Alum Rock
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5:20	5:27	5:37	5:44	5:50	5:56	—	—	—	—	5:37	5:42	5:47	5:53	6:02	6:09	
5:35	5:42	5:52	5:59	6:05	—	6:13	6:24	5:44	6:00	—	6:12	6:18	6:25	6:35	6:42	
5:40	5:47	5:57	6:04	6:10	6:16	—	—	—	—	6:21	6:27	6:33	6:40	6:50	6:57	
6:05	6:13	6:26	6:35	6:44	—	6:53	7:04	6:14	6:30	—	6:42	6:48	6:55	7:05	7:12	
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11:30	11:37	11:47	11:54													

13. **Comparison:** "New" Minority Route 339-Tannehill—same as old 323 (60 min.) vs. Route 19-Bull Creek whites (30 min.).

a. Route 323/"New" 339-Tuscany to Tannehill: Eliminated, rerouted to Far West whites losing 19-Bull Creek every 30 minutes. **November 1, 2017 Restored, worsened for minorities: 60-minute wait (120 daily boardings).** No longer one continuous route, now it's three segments: 323 serves Northwest Austin (30-min); 339 serves Northeast (60-min) then #6 (30-min) to Downtown.

b. November 1, 2017 Public Hearing/Noon: Connections 2025 Project Manager Lawrence Deeter said, "One of the most frequent comments we have heard is to serve the Tuscany Business Park near Springdale and [Hwy] 290 in Northeast Austin, which is currently served by Route 323. **We are proposing a new route, Route 339-Tuscany operating every 60 minutes** from the Rutherford Walmart [Norwood] to the Tuscany Business Park past H.E.B. at Loyola and Springdale before ending at Tannehill and Webberville in East Austin. This route would serve at least 120 boardings in the Tuscany-area alone. See archive videos: <http://capmetrotx.iqm2.com/Citizens/Calendar.aspx>

Request: Preserve Service Tuscany (Currently served by Route 323)

Current Proposal

Revised Proposal

Route	Meets Design Guidelines	Grows Ridership	Current Boardings	Metro Access Impact	Cost
339	No	No	120	Decrease	Balanced

323/339-Tuscany Way: 120 Boardings/day = 60 Minutes
19-Bull Creek: 1.8 Boardings/hr, \$65.27/riders = 30 Minutes

Route 339: 60-Minute Frequency Feedback ☹️

"We have also already received feedback on this route that people would like it to operate more often than every 60 minutes. **Planning can** and is exploring options to **increase the frequency.** However, **a frequency increase on this route would likely have to be cost-balanced by reduction in service elsewhere in the network.** We cost-balanced (uh), creating the Route 339 by removing the proposed extension on Route 323 to Far West. Instead, Route 323 would end at Northcross Shopping Center and Far West would be served by Route 19 as it is today." ~Project Manager Lawrence Deeter

Title VI Violation: Capital Metro NEVER proposed 60 min. for any West Austin route, not even 1.8 boardings/hr despite low-ridership!

c. 19-Bull Creek (1.8 boardings/hour): System minimum is 15 riders/hour; system average is 26 riders/hour, calculated using five routes that served Northeast Austin (1, 7, 10, 300, 801). Staff eliminated/restored/improved 19-Bull Creek, 30-Barton Creek, and 333-Convict Hill, and also improved 238-Westgate every 30 minutes. Despite low-ridership (1.8 to 10.3 riders/hr), these sacred white routes were analyzed extensively before February 27, 2017 vote (8-0) though minorities generated more ridership. November 7, 2016 detailed analysis below shows The Grove projected growth, initially 15 min. frequency for future white riders.

Bull Creek (Route 19)

- Potential plan change:
 - Extend Rt. 345 to The Grove at Shoal Creek

Change Impacts	Bull Creek Grove Extension
Current Ridership	31
Boardings per Hour <small>System Average is 26</small>	1.8
Subsidy per Boarding <small>System Average is 4.23</small>	\$65.27

- Action: Extend to The Grove only if approved by City and transit terminal/access provided

Northeast Growth: No evaluation (Dessau/Parmer: Samsung to Dell)
 —5Dec2016 Testimony: Finance Chair Mitchell didn't know the area.
 The Grove (Central): Initially, 15-minute frequency (now 30 minutes)
 —15Nov2017: Asked Gonzalez to swap 392 40-min w/345 30 min to no avail.

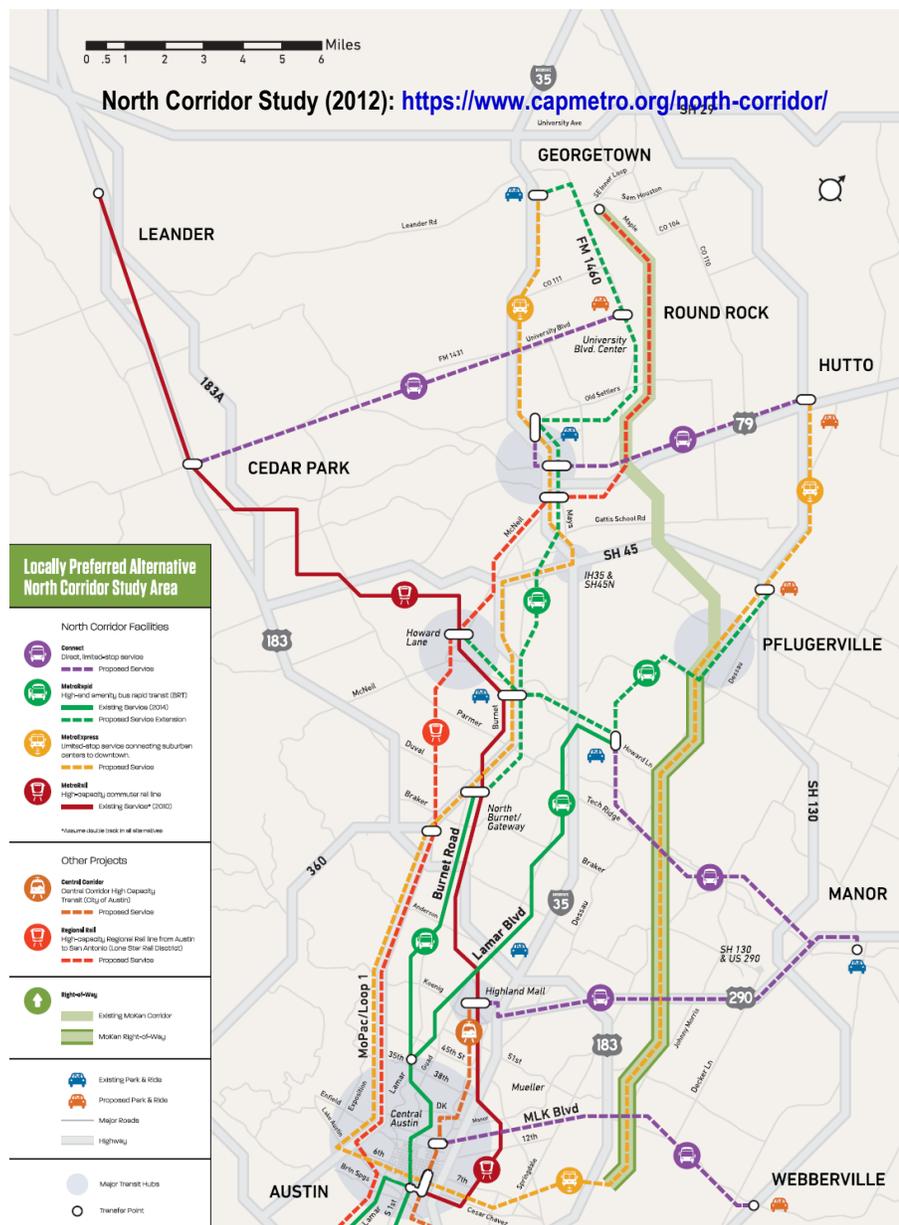
2016-2018: No growth analysis for Imagine Austin Dessau/Parmer corridor like The Grove (Hyde Park)

int: C2025November_Final_Capital Metro PPT (3617) : Connect

15. **Project Connect Disconnect:** An ILA between City of Austin (COA) and Capital Metro should include previous studies paid for by taxpayers (e.g., Project Connect North Corridor Study). The \$3M Central Corridor Study remains Capital Metro’s focal point, but COA 2016 Mobility Bond is investing in Parmer Corridor. *Austin Chronicle* noted last week, “The city is also collaborating with TxDOT to make a series of improvements on Parmer Lane between SH 45 and Brushy Creek, including ‘innovative intersections.’ While the city is only committing \$17 million, the state may separately commit \$35-40 million to build a third vehicle lane.”²

a. Anecdote: December 5, 2016 I testified twice requesting the Finance and Operations Committees evaluate Parmer growth (Samsung to Dell). Finance Chair Terry Mitchell stated unfamiliarity with the area and asked me for a map. Though later emailed, staff never analyzed Parmer growth like The Grove-Bull Creek which gained “New” Route 345 on 45th St for future growth, initially every 15 minutes. Without an ILA requiring previous studies, taxpayer funds will be wasted on studies conducted for study sake.

b. Planning History: “We wanna take this time to just make sure that our transit plan is meeting the needs of our community,” Deeter said of Service Plan 2025 at the August 17, 2015 Operations Committee Meeting. He also noted the North Corridor Study, which was never mentioned during Chisholm’s Connections 2025 Updates in 2016. The North Corridor map aligns with Imagine Austin’s Dessau/Parmer and Cameron/Wells Branch Neighborhood Centers though ignored during Connections 2025 planning.



² *The Austin Chronicle* (2018, 8Jun). Roaming the corridors. Retrieved from <https://www.austinchronicle.com/news/2018-06-08/roaming-the-corridors/>

June 16, 2018

Subject: Capital Metro Service Equity Analyses, Interlocal Agreement Ideas, and Future Northeast Austin ZAP Transit Briefing 17

16. **Connections 2025 Team:** Marketing Manager Cynthia Lucas replaced Dan Dawson. Melissa Ayala: Not vocal during Board Meetings, but Capital Metro media appearances were noted on her personal webpage: <https://www.melissaayala.com/>[.]

a. Connections 2025 Open House Methodology: Disservice to community. Staff with static boards; no mini-presentation.

b. September 25, 2017: Howson Library Open House; no briefing on 21/22-Exposition elimination. Gus Garcia: No talk about NLTC either: <http://www.fox7austin.com/news/local-news/capital-metro-hosting-open-houses-to-help-shape-transit-plan>

Project Team:

- **Capital Metro:**
 - Project Sponsor: Todd Hemingson
 - Executive Advisor: Roberto Gonzalez
 - Executive Advisor: Dan Dawson
 - Planning Project Manager: Lawrence Deeter
 - Community Involvement Lead: Jackie Nirenberg
 - Communications Lead: Melissa Ayala
- **Transportation Management & Design (TMD):**
 - Project Manager: China Langer
 - Deputy Project Manager: Kristina Svensk
- **Nancy Ledbetter & Associates:**
 - Public Involvement Lead: Marie Lewis Adams
 - Public Involvement Advisor: Randall Dillard

Attachment: SP-2025_Nov 9_Presentation_PIP_FINAL (3299 : Service Plan 2025 Update)

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17. **Broken "Promise to the Public" - Involve:** "We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision" (p. 83). Public Involvement: Slides and outreach efforts failed to match. Minimal effort to reach NLTC transit-dependent minorities.

a. Example: December 2017 Capital Metro posted notice on the Red Line (e.g., MetroRail-Lakeline, Arboretum Express stops) for Loop 1 construction delay. No NLTC notice was ever posted to inform bus riders of proposed eliminated or re-routed buses.

b. Open Records: I asked for names of staff who posted Loop 1 delay notice and NLTC redevelopment information. Counsel Kerri Butcher sent my December 2017 request to Texas Attorney General; April 5, 2017 ruling required partial release. Capital Metro Title VI Analyses noted robust public involvement, but Butcher's brief(s) to the AG illustrate a pattern of secrecy.



- Source: November 9, 2015 Capital Metro Regular Board Meeting Packet (p. 83). Moved to December 14, 2015 Board.

Extent & Nature of Public Involvement?

IAP2 Spectrum of Public Participation

Increasing Level of Public Impact

Public participation goal	Inform	Consult	Involve	Collaborate	Empower
To provide the public with relevant information to ensure there is an understanding of the problem, alternatives, opportunities and/or solutions.	To evaluate public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure the public concerns and suggestions are thoroughly understood and considered.	To partner with the public in each stage of the decision-making process including the development of alternatives and the selection of an preferred solution.	To place final decision-making in the hands of the public.	
Promise to the public	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and suggestions, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and suggestions are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work with you for advice and information in formulating solutions and incorporate your advice and recommendations into the decision to the maximum extent possible.	We will implement what you decide.
Example techniques	<ul style="list-style-type: none"> Fact sheets Web sites Open houses 	<ul style="list-style-type: none"> Public comment Focus groups Surveys Public meetings 	<ul style="list-style-type: none"> Workshops Deliberative polling 	<ul style="list-style-type: none"> Citizen advisory committees Consensus building Participatory decision making 	<ul style="list-style-type: none"> Citizen juries Ballots Designated decisions

7 <http://capmetrotx.iqm2.com/Citizens/FileOpen.aspx?Type=1&ID=1583&Inline=True> METRO

Attachment: SP2025_Nov 9_Presentation_PIP_FINAL (3299 : Service Plan 2025 Update)

d. Challenge: Declining Black population is nothing new in Austin. Service Plan 2025 noted the Challenge, but staff failed to engage Blacks. NAACP and Urban League opposed the plan. Deeter's 12/14/2015 presentation omitted "Challenge" slide. Title VI 2017 Service Equity Analysis listed Urban League (p. 119)—misleading FTA into believing there was broad community support. —November 9, 2015 Operations (p. 86): <http://capmetrotx.iqm2.com/Citizens/FileOpen.aspx?Type=1&ID=1582&Inline=True>

Service Plan 2025: The challenge

You know as well as we do that Central Texas is bursting at the seams and will continue to experience explosive growth—it's the new norm. What's less in vogue is auto-dependency and the daily traffic we sit in (including our buses)!

**Over the past two years, system-wide ridership has declined over 5%.
We take this very seriously and we want to fully understand why.**

**Elephant in the room! African-American Challenge noted November 9, 2015 slides.
December 14, 2015: Deeter's Connections 2025 PPT slides excluded race = No discussion.**

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Attachment: SP2025_Nov 9_Presentation_PIP_FINAL (3299 : Service Plan 2025 Update)

18. **Research:** Austin's declining Black population over a decade (2000-2010), significant but unworthy of Capital Metro discourse.



ISSUE BRIEF: First in a Series

Outlier: The Case of Austin's Declining African-American Population

May 8, 2014

Eric Tang, PhD, Assistant Professor and Faculty fellow IUPRA and Division of Diversity and Community Engagement
Chunhui Ren, PhD, Postdoctoral Fellow

INTRODUCTION

Austin, Texas has consistently ranked among the fastest growing major cities in the United States (a major city is defined here as one with a population of more than 500,000 in 2000). U.S. Census data from 2000 and 2010 reveal a total population growth rate of 20.4%, making Austin the third fastest growing major city in the nation during that decade. But among the ten fastest growing major cities in the United States, Austin stood out in one crucial respect: it was the only such city that suffered a net loss in its African-American population. Indeed, between 2000 and 2010, Austin was a statistical outlier—it was the only major city in the United States to experience a double-digit rate of general population growth coincident with African-American population decline.

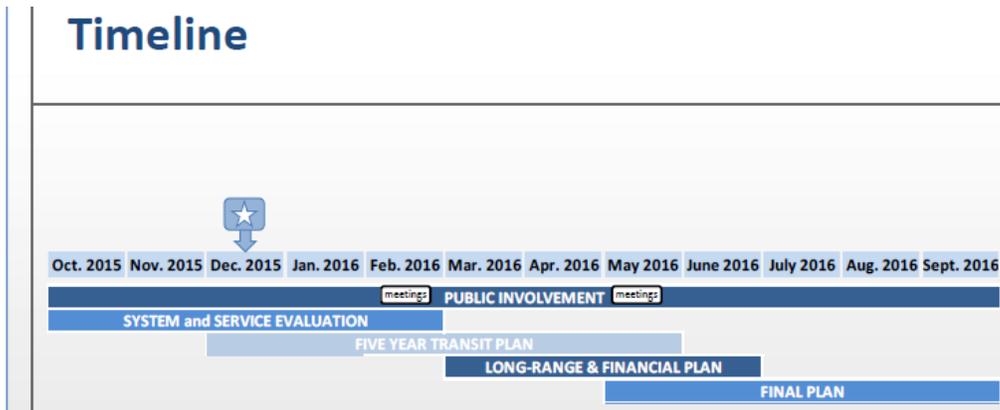
Drawing upon U.S. Census Data, this brief analyzes the declining number of African Americans in Austin from 2000 to 2010. Throughout this brief we analyze city data exclusively, as opposed to the metropolitan statistical area (MSA) data. The goal of this series is to provide policy recommendations primarily at the city level.

19. **Service Plan 2025 Timeline:** Slides below confirm 2016 surveys and outreach were the foundation for Cap Remap. Archive slides (Dec 2015-2016) excluded minority routes. Unaware, I first testified November 16, 2016 then posted flyers at NLTC and collected 574 petition signatures in 10 days, believing if I didn't know about changes, nobody (of color) on 383/392 knew—so true.

a. Anecdote: I sat in meetings, relying on staff but was uninformed. A bus rider's testimony on 3-Burnet elimination (restored) enlightened me. View Transit Plan only provided summaries; viewer had to click "route by route changes" at connections2025.org.

b. Public Input Smokescreen: June 2018 Title VI Service Equity Analysis noted, "The proposed changes went through a public engagement period between September and November until approved by the board in November 2017" (23Apr2018, p. 202). On September 25, 2017, I went to Connections 2025 Open House at Howson Library: No mini-presentation. Planner Roberto Gonzalez and Community Involvement Manager Nirenberg admitted the uninformed "Street Team" was hired to hand out brochures. "We just needed to make sure that everybody gets one of those in their hands, and that's why they're out there doing. Get that stuff in their hands; make eye contact. ... We don't wanna see this stuff in the dumpsters," Gonzalez emphasized [file audio]. Staff briefed the Board on Connections 2025 route changes in slick brochures the day after the October 23, 2017 Regular Meeting. A few riders asked about 350-Airport which no longer terminated at NLTC. Archive video shows member Delia Garza holding a brochure confused, confirming Cap Remap was staff-driven! Based on 375 riders/day due to cross at Braker/North Lamar, Gonzalez uncoupled 383/392 and shortlined 392 at MetroRail-Kramer with no discussion. By February 2018, 392 and 243-Wells Branch combined. In Northeast Austin, staff applied FTA adverse effects then misleadingly noted public involvement in June 2018 Title VI Service Equity Analysis.

c. December 2015 (logo) through January 9, 2017 Work Session: Chisholm gave “Final Connections 2025 Recommendations.”



- Source: December 14, 2015 Board Packet (p. 58).

The figure is a slide titled "Public Involvement Timeline (cont.)" with a vertical red sidebar on the right containing the text "Attachment: SP2015_Nov 9_Presentation_PIP_FINAL (2015 - Service Plan 2025 Update)". The slide content is as follows:

- **October 2015**
 - Internal Kick-Off
 - Development of PIP
- **November 2015-January 2016**
 - One-on-one meetings with CMTA Board
 - Formation of Advisory Committee
- **February/March 2016**
 - Present existing conditions, discuss framework for Five-Year Plan and Long-Range Plan and identify transit needs
 - Pop-up Meetings
 - Open Houses
 - Key stakeholder meetings
 - Online engagement
 - Community events
- **April/May 2016**
 - Solicit public input on proposed alternatives and policies for the draft Five-Year Transit Plan and draft Long-Range Plan
 - Pop-up meetings
 - Open Houses
 - Key Stakeholder meetings
 - Online engagement
 - Community events
- **June 2016**
 - Present key findings and changes to the Five-Year and Long-Range Plans based on feedback from the community, Board and Advisory Committees
- **September 2016**
 - Present final Transit Development Plan for approval

At the bottom of the slide, there is a footer with "14 capmetro.org |" on the left and the "METRO" logo on the right.

- Source: November 9, 2015 Capital Metro Regular Board Meeting Agenda Packet. Item 6, 2025 Timeline (pp. 89-90). December 14, 2015: Service Plan 2025 briefing moved due to Member Stafford’s hard 3PM stop; Deeter removed a few slides.

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20. **November 16, 2016 Board Minutes (below)**: Approved at the December 14, 2016 Board Meeting. Four routes below as well as 5/New 105 S. 5th St. Peak and 663-Far West dominated Board discussions with no focus on Northeast Austin eliminated Route 240, 392-Braker/383-Lakeline consolidation, or Parmer growth that I raised on December 5, 2016—ignored by staff.

a. ZAP Implications: Understanding Capital Metro's focus on South/West and Central Austin contextualizes Title VI violations.

~ NOTICE OF MEETING ~
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
2910 East Fifth Street Austin, TX 78702

~ Agenda ~

Executive Assistant/Board Liaison Gina Estrada
512-389-7458

Wednesday, December 14, 2016	12:00 PM	Capital Metro Board Room
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IX. Reports:

1. Connections 2025 Update

Lawrence Deeter, Project Manager, Connections 2025, provided a brief synopsis of what was presented to the Board at the worksession on November 7th. The presentation included background information on Connections 2025. Frequency was by far the highest priority based on Connections 2025 outreach. Based on this information, a new frequent network was created. The new proposed frequent network will triple in size and will include 17 routes as compared to 6 routes. It will provide 10-15 minutes frequent service all day every day. Service currently operates approximately every 15 min six days a week. In addition the new frequent network will provide 80% service to existing customers compared to 50% as of today. Public feedback collected during the outreach process largely focused on several routes, or portions of routes, including:

- Tarrytown - Route 21/22
- Steck Avenue - Route 19
- Walsh Tarlton - Route 30
- South West Austin - Route 315, 333

Planning will continue to investigate these areas and will provide a definitive recommendation to the Board after considering the cost, the potential ridership, and trade-offs of restoring or refining the network to these areas. Next steps are:

- Board will discuss final plan in December

Capital Metropolitan Transportation Authority

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Updated 12/8/2016 3:18 PM

b. Ethics: Restoring low-ridership white routes, Board members' cost concerns were disingenuous—demonstrating lack of integrity.

- Staff will seek Board action on the plan in January

Board members had the following questions, comments and observations:

Board Member Kitchen - asked for clarification regarding the revised routes. Staff indicated the preliminary suggested changes were modified based on additional community input. The four routes proposed to be eliminated will be furthered investigated to determine the potential for adjustments.

Board Member Mitchell - What are the costs per ride? For the four areas proposed to be eliminated, the cost is \$20 per ride as compared to an average of \$4.75 per ride on other routes.

Chair Cooper - What is the cost of operating a bus? The cost is \$250k for 1 bus for 16 hours a day. A metro vehicle is approximately \$700k and a regular transit coach is \$500k. With depreciation the cost is \$300k per bus/per year.

Board Member Garza - is very concerned about meeting citizen's needs, such as getting to work, school, doctor's appointments, etc. She was of the opinion of removing the rapid route to the airport if this allows keeping routes essential for transporting Austinites to their jobs as opposed to getting out of towners to downtown.

Board Member Kitchen - wants to completely understand the costs before making a decision on the trade-offs. She agrees there has to be frequency but we also have to provide options for people to be able to get to their jobs.

Title VI Violation
FTA C 4702.1B, Ch. IV-16
Kitchen's sole Connections 2025 Resolution **excluded Route 240.** 12/8/2016 Minutes confirm there were **four white low-ridership** routes due to be eliminated: 19, 21/22, 30 & 333. At what point after November 7, 2016 Work Session did Minority Route 240 get **sacrificed without a discussion?** **No alternatives analyzed** for jobs or St. David's Hospital [162 riders/day].
Routes north of NLTC meet or exceed ridership standards but operate with **45-60 min. wait** with **no east-west connectivity and more transfers** while 19, 30, and 333 enjoy 30-min. frequency + 15 min. Westgate routes.

Attachment: 161116 Board Meeting Minutes (3503 :

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21. **Title VI Service Equity Analysis Partners:** Capital Metro's 2017 Title VI Service Equity Analysis listed the City of Austin, AISD, and Travis County extensively as "Partner Organizations" (April 23, 2018 Board Packet, p. 119).

a. Methodology: There was no discussion regarding the methodology used to determine each partner's level of engagement. For example, the extensive list of Travis County Departments padded the report though Travis County Commissioners Court single listing could have sufficed. Same could be said of listing each Chamber of Commerce; each paid \$7K for Metro access.

b. Chamber Contracts: On Monday, May 15, 2017/10:50AM, I spoke with Eric Bustos (then-Diversity Officer, Capital Metro). I noticed \$7K in the contract spreadsheet for each Chamber. Bustos confirmed that the funds provided Capital Metro access to each Chamber and, indirectly, members. This contractual relationship makes Capital Metro a funding stream. So the Chambers are not true partners though listed as such in the Title VI Service Equity Analysis. The 3-paged list gave FTA the appearance of broad community support for the discriminatory transit plan. Indicated below is an excerpt from the "List of Partner Organizations."

c. Legislative History: Per excerpt below, Lago Vista's Mayor had Rep. Paul Workman sponsor H.B. 2627 in the 85th Texas Legislature to try to change ballot language for voters to withdraw from Capital Metro. Showing Lago Vista as a Partner Organization is misleading. FTA had no way of knowing the extent of buy-in or levels of participation related to Connections 2025. It also remains unclear whether or not Capital Metro informed school administrators of eliminated or significantly reduced service.

D-3. List of Partner Organizations

- The University of Texas at Austin
- Austin Community College (ACC)
- Alliance for Public Transportation
- Capital Area Metropolitan Planning Organization (CAMPO)
- Community Advancement Network (CAN)
- City of Austin
- Austin Transportation Department
- Downtown Austin Alliance
- Greater Austin Chamber of Commerce
- Greater Austin Hispanic Chamber of Commerce
- Austin Young Chamber of Commerce
- Greater Austin Black Chamber of Commerce
- Greater Austin Asian Chamber of Commerce
- Austin Gay and Lesbian Chamber of Commerce
- Austin Independent School District
- Del Valle Independent School District
- Round Rock Independent School District
- Manor Independent School District
- Pflugerville Independent School District
- Lago Vista Independent School District
- Travis County Department of Health & Human Services
- Travis County Health & Human Services, Family Support Services
- Travis County Health and Human Services & Veteran Services
- Travis County Hospital District
- Travis County Juvenile Court - Probation Department
- Travis County Services for the Deaf
- Travis County Veterans Services

22. **Restoring Trust:** Title VI partners; briefing by Butcher and Deeter; and findings by Texas Legislature over decades leave little reason to believe any Interlocal Agreement will change the culture. Texas Legislature Sunset Review Issue 4 found Capital Metro lacked meaningful public involvement. Per SB 650 a Public Involvement Policy is online, but members received input at the end—not during decision-making process, noted Deeter when Kitchen asked about public input at the November 7, 2016 Work Session.

a. Distrust: During two June 1, 2018 news stories regarding eliminated Route 240 service to St. David's Hospital, Community Involvement Manager Jackie Nirenberg alleged only about 25 people used 240, so low-ridership was the reason the bus was cut.

b. Title VI Service Equity Analysis (2017): Route 240 generated 93 boardings; over two-thirds went to H.E.B. Shopping Center (Parmer/Loop 1). There were 24 boardings/day at St. David's and only 26 on 21-Exposition. Yet, Exposition got the RideAustin Pilot. Even when Capital Metro's own data tells a different story—one ripe with discrimination—Nirenberg told an untruth, instead.

23. **March 11, 2015 Interlocal Agreement:** City of Austin, Capital Metro, and Austin Independent School District (AISD).

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 03/11/2015
(ID # 3071)**

ILA with COA, CMTA and AISD

SUBJECT: Approval of a resolution authorizing the President/CEO, or her designee, to finalize and execute an interlocal agreement with the City of Austin ("City"), and the Austin Independent School District ("District"), collectively, the "Parties" for establishment of a joint engagement program to be known as the Conversation Corps ("the Corps").

FISCAL IMPACT: Funding is available in the FY2015 operating budget.

STRATEGIC GOAL ALIGNMENT: 3. Demonstrate the value of public transportation

STRATEGIC OBJECTIVE(S): 3.3 Strengthen community relationships

EXPLANATION OF STRATEGIC ALIGNMENT: The purpose of this Agreement is to lay the foundation for a cooperative working relationship between the Parties and to establish the role of each member of that relationship as the Parties continue to work together to further their common goal of enhancing public participation in Austin. The Corps aligns strategically with Capital Metro's goal to demonstrate the value of public transportation in a dynamic community and Capital Metro's objective to actively engage the communities it serves (employees, citizens, riders, etc.) by utilizing community feedback to better inform key agency decisions.

BUSINESS CASE: Conversation Corps will evaluate its success by measuring several sources of data:

- Levels of public participation in Conversation Corps events, including data on how often participants attend events (i.e., regularly vs. one-time)
- Demographic information about participants to gauge how widespread interest is in the program
- Levels of satisfaction with the Conversation Corps program, derived from participant and Corps member surveys
- How input gleaned from Conversation Corps events is successfully incorporated into policy decisions made by the City, the District, and Capital Metro
- How sentiments towards the City, the District, and Capital Metro related to public engagement change over time

COMMITTEE RECOMMENDATION: This agenda item was presented to and is recommended for approval by the Finance, Audit and Administration Committee on March 11, 2015.

EXECUTIVE SUMMARY: The people of Austin have historically sought opportunities to shape the development of public policy and the decisions made by public agencies like the City of Austin, Austin Independent School District and Capital Metro and the aforementioned Parties have often been challenged with recruiting a diverse cross-section of Austinites to participate in public engagement processes. The parties have found that more of the public participates in small-group discussions of community issues than in large public hearings; and public agencies have a shared responsibility to implement cost-effective and collaborative solutions for involving the public; and the aforementioned agencies strive to enable all members of the public to participate by providing multiple avenues for participation. Thus, a joint engagement program (Conversation Corps) that stretches across the entire city will allow all of the aforementioned agencies to gain a better sense of community sentiment, so as to produce more sustainable public policies that win public support and to increase goodwill towards the agencies.

Conversation Corps will coordinate the execution of the following:

- Assemblage of volunteer facilitators conducting regularly scheduled dialogue sessions across the city of Austin.

24. **Interlocal Agreement History:** Two Interlocal Agreements (ILA) between COA and Capital Metro serve as a model for ZAP to recommend creation of an ILA for transit stops within ¼-mile of affordable housing as noted in the 2017 Strategic Housing Blueprint (p. 17). Cap Remap reduced frequency north of NLTC to 30 minutes on New 324-Ohlen/Georgian with partial 15-minute frequency to Walmart-Norwood for June 3, 2018 Service Changes. So 30 minutes for affordable housing may be a compromise.

a. Capital Metro August 2018 Service Change Recommendation: As a tradeoff, recommend Capital Metro restore ¼-mile walk (shorter distance) every 30 minutes to Route 300-Rogge, especially for wheelchairs, walkers, canes; mothers with babies or children going to Blanton or Pecan Springs Elementary; and for Reserve-Springdale riders with groceries in inclement weather. June 3, 2018: Capital Metro eliminated Reserve-Springdale affordable housing stops, forcing riders to walk over ½-mile to 51st St.



LINKING HOUSING WITH TRANSPORTATION

- 25% of affordable housing created or preserved to be within ¼ mile of high-frequency transit (this is transit service that provides service every 15 minutes or better throughout most of the day, on weekdays and weekends).
- 75% of affordable housing created or preserved within ¾ mile of local, fixed-route transit service, ensuring Metro Access service for eligible persons with disabilities.

- Source: https://www.austintexas.gov/sites/default/files/files/NHCD/Strategic_Housing_Blueprint_4.24.17__reduced_.pdf

b. **Siloed Affordable Housing/Transit Planning History:** Capital Metro had a vested interest in its Plaza Saltillo property/development (approved by Council March 2, 2017). Finance Chair Terry Mitchell and staff appeared before Council; then-Diversity Officer Eric Bustos also sat in the audience. A designated number of affordable housing units were included, but the developer gained more height. For COA affordable housing, Cap Remap planners eliminated stops with disregard for developer's testimony.

25. **Title VI:** Capital Metro favored 30-Barton Creek (27 white students) over 300-Rogge (60 low-income minorities, not including Manor Road ridership) and hundreds of residents and two elementary schools though transit argument was the same.

- a. November 1, 2017/Noon: David Knoll testified a year after Westlake Mayor Linda Anthony. Still 300-Rogge was eliminated.
- "Thank you very much. Uh My name is David Knoll. I am here representing Ryan Companies as well as the Housing Authority of the City of Austin. (uh) We were very well represented by Patricia a little bit early, one of the residents of **The Reserve at Springdale—an affordable housing community**—that (uh) was (uh) passed under zoning at City Council at the (uh) beginning of 2015. Uh First of all, I wanna say thank you to the staff. I've been (uh) talking with (uh) **Lawrence Deeter**. He's been very responsive to email [and] via phone. In fact, this morning before the call, we disagree. I appreciate the outreach and I understand the difficulty of the task." (1Nov2017 Clip 1:38:35, link below)

(1) History: "Uh, just to remind you about the Reserve at Springdale. We came before City Council in early 2015 for a 292 unit uh affordable housing community. Uh, this is uh **available uh only to individuals earning 60% of Area Median Income**. Uh, for an individual, that's about \$15 an hour. For a family of four, a single wage-earner, uh it's about \$21 an hour. Uh, we came before Council after approximately a year of working with uh Pecan Springs, uh Springdale Neighborhood Association, uh and also working with uh Council Member Ora Houston's Office. Uhm, **a big part of choosing the location was the transit options. Uh Route 300 (uh) being a big part of that.** uhm A big part of what we came before Council with as well was activating the street. Uh There was a big desire by the neighborhood to have active retail in that area—uh, very difficult uh given the lack of development that's been there previously uh and also uhm a really uh, just some difficulties in uh corners and uh; others that have not started retail, it really takes a spark. And we feel like the Reserve at Springdale was that spark. So part of what we did, is that we oriented the community to the street. **We have 21 acres uh that push back into Little Walnut Creek Park. We put all the development in the front—uh, 10 acres.** Uh, facing the street we have 10 live-work units to hopefully activate with some type of activity, commercial, as a first step. uh and we also have a café within the community that we think will be a great benefit to our residents that we'll have operated by a third party (uh) coffee shop.

- Uh But it also would be open to the public. Hopeful the neighborhood will be able to use that as a gathering spot. I'm proud to say our community room has already been used by the local PTA, has been used by the local community to have meetings and also to have some public outreach. And so what I would say is that the change to (uh) Route 300 is wrong. Uh, geography matters—Mr. Deeter and I can disagree. I understand the need for frequency, but I understand the need for frequency but the actual placement of the routes really matter a lot. And I can say honestly that uh one of Mr. Deeter's arguments was that the promotion of mixed use. I would say that the Reserve at Springdale has spent more on mixed use in trying to activate the neighborhood with the live, work and the café than any other development in the neighborhood outside of Mueller. Uh, So I would ask you to reconsider the portion that runs by Rogge Lane and Springdale to the benefit, to the investment that you've already made uh in this area and to our residents. Thank you."

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(2) End Result: Capital Metro eliminated COA affordable housing stops (300-Rogge, Blanton, Pecan Springs Elementary, Reserve at Springdale). Tenants now walk ½-mile or more to 51st St (behind Dollar General) to Mueller 15-minute frequency.

(3) Source: [PDF] [171101 Noon Public Hearing - Capital Metro](https://capmetro.org/uploadedFiles/.../November-1-2017_Noon_Public-Hearing.pdf)
https://capmetro.org/uploadedFiles/.../November-1-2017_Noon_Public-Hearing.pdf
Nov 1, 2017 - 2910 East Fifth Street Austin, TX 78702 ... Wednesday, **November 1, 2017** Sandra Davis, expressed support for Routes **300**, 7, 37 and 383. ... **David Knoll**, representing Ryan Companies and the Housing Authority COA, ... the route for the benefit of the residents, in particular the portion that runs by **Rogge**.

b. November 16, 2016 Capital Metro Regular Meeting: **Westlake Hills Mayor Linda Anthony testified**. “(uh) Basically, it’s come to our attention that **Route 30 is up for possible elimination**. And we wanted to ask your consideration to reconsider that (uhm) as part of your plan for 2025. This route (uh) while it travels (uhm) Walsh Tarlton which, some of it or most of it, is not in Westlake Hills but a lot of it is in Austin’s ETJ [Extraterrestrial Jurisdiction] and the City of Austin serves as a vital route for the Adult Transition Services of **Eanes School District**. In fact, in 2012, they purchased property and built a facility there for this particular program and part of the reasoning was its proximity to this bus stop. They’re 27 students who use this (uh) use your service. And if you eliminate that, you eliminate their ability [reporter placed a mic on the podium] to learn how to use public transportation. And you limit their options to travel to and from the community and their exposure to the larger community at large. In addition (uhm), this stop is within the City of Austin as are the two shopping centers that are adjacent to it. So, while it’s not in Westlake Hills, it is in the City of Austin. It does serve two cities that are adjacent to Austin. (uhm) I really would hope that you would reconsider your decision and leave Route 30 where it is. Thank you very much.”

- Chair Cooper: “Mayor, I have a quick question for you.”
- Anthony: “Sure.”
- Cooper: “Though I’m familiar with Westlake Hills and own property in Westlake Hills, I’m curious where exactly is the facility, the Adult Education Facility you mentioned?”
- Anthony: “Okay, there’s the Forum Shopping Center, and then there’s the (y’uh) shopping center across the street that’s got the bagel shop, The Mattress Firm shop (uh)—”
- Cooper: “On the west side of wes—Walsh Tarlton?”
- Anthony: “Yes, that’s where it is.” Cooper: “Very good. Thank you.”... Kitchen then asked for clarification.
- Kitchen: “I’m sorry. I’m not familiar with that facility. Could you describe it a little bit more for us?”
- Anthony: “Actually, if you don’t mind. There’re people from Eanes who could [okay] describe it—in much greater detail, more accuracy than I can. (uh) **Providing this service and this educational opportunity is part of a school district’s mission.**” [Garza asked for a slide from last week to be put up “for those of us that are not as familiar with the area.”]
- Cooper: Mayor (smiling), we’d be glad to have the City of Westlake Hills (uh) join the Cap Metro and (ah)—laughter.
- Anthony: “Yeah, I’m sure you would but (uhm) you know, we—”
- Cooper: “And Rollingwood. We’d be glad to have both.”
- Anthony: “Well, Rollingwood is probably a more (uh) easy mix with you. We have the problem of very narrow winding streets and properties that are pretty far apart and, **I know one of your arguments for eliminating this route is ridership and density.** (uhm) The reason that Westlake Hills withdrew back in ’88 was that bus routes in Westlake Hills would be limited to Bee Cave Road, possibly Westlake Drive—and that’s it. With an acre lot minimum size, **there’s just not (uh) a bulk or a concentration of homes, residences.** Uhm, **we don’t have multi-family housing to the extent of apartment buildings, things like that, where there is a dense ridership base.** So that was one of the reasons we decided as a City to withdraw.”
- Cooper: “Well, we’d be glad to have you back and take some of that traffic off Bee Caves Road ... no issue with that.”
- Anthony: “Thank you, sir.”
- Cooper: “Thank you, Mayor. Glad to have you here.”

(1) End Result: Staff improved Route 30 to 30-minute frequency while New 339 minorities (120 boardings) wait 60 minutes.

(2) Source (video 8:45): <http://capmetrotx.iqm2.com/Citizens/SplitView.aspx?Mode=Video&MeetingID=1616&Format=Agenda>

c. Title VI Summary: Developer Ryan Knoll noted transit as a key reason for the Reserve at Springdale location. Westlake Mayor Linda Anthony and, later, Eanes ISD advocates (outside the service area) emphasized Route 30 transit location as key for special needs students’ building—same argument, different outcome. Far more transit-dependent riders on Rogge, Manor, and Springdale need the bus to go to/from work, health appointments, grocery stores, and activities than 27 Eanes ISD students.

- November 1, 2017 Deeter showed 60 boardings on Rogge (not including Manor riders). The 27 Eanes students were discussed a year prior with later route improvement though on-demand service may have been more cost-effective.
- Pattern: “New” 324-Ohlen/Georgian runs 30 minutes to low-income housing, eliminating 15-minute east-west frequency.

June 16, 2018

Subject: Capital Metro Service Equity Analyses, Interlocal Agreement Ideas, and Future Northeast Austin ZAP Transit Briefing 26

26. **Sidewalk Accessibility ILA:** Capital Metro's November 15, 2017 Board Packet specified the sidewalk agreement end date amendment. Fiscal impact for the initial September 14, 2011 ILA is unknown. Board Packet is no longer posted, but text below shows another example of COA and Capital Metro working together. Capital Metro consistently creates ILAs when it benefits or to meet a state or federal requirement (e.g., Americans with Disabilities Act).

**Capital Metropolitan Transportation Authority
Board of Directors**

**MEETING DATE: 11/15/2017
(ID # AI-2017-604)**

Existing Bus Stop Accessibility ILA Date Modification

SUBJECT:

Approval of a resolution authorizing the President/CEO, or her designee, to extend and confirm the termination date of the existing Bus Stop Accessibility Interlocal Agreement (ILA) with the City of Austin on May 22, 2019.

BUSINESS CASE:

The current ILA establishes a partnership between the City of Austin and Capital Metro which provides for the construction of new accessible bus stops up to the confirmed termination date.

COMMITTEE RECOMMENDATION:

This agenda item will be presented to the full board.

EXECUTIVE SUMMARY:

Capital Metro and the City of Austin entered into an ILA on September 14, 2011. This ILA allowed Capital Metro to partner with the City of Austin for the cooperative development and construction of accessible sidewalks and associated pedestrian improvements at and near Capital Metro bus stops. A First Amendment executed on May 22, 2013 states: "Subject to the availability of funding, this Amendment will automatically renew from year to year for a term of (6) years and will continue in force

- May 20, 2013 Board Packet: No longer posted online, so fiscal impact is unknown: <http://capmetrotx.iqm2.com/Citizens/Calendar.aspx?From=1/1/2013&To=12/31/2013>
- September 11, 2014 Board Packet: No longer posted online. Finance video excludes sidewalk ILA, so fiscal impact is unknown. Weblink: <http://capmetrotx.iqm2.com/Citizens/Calendar.aspx?From=1/1/2011&To=12/31/2011>

[PDF]Agenda - Wednesday, November 15, 2017 - Capital Metro

https://www.capmetro.org/.../November-2017_Board-Meeting-Agenda-Packet.pdf

Nov 8, 2017 - **Interlocal Agreement (ILA)** with the **City of Austin** on May 22, **2019**. IX. Vice Chairman Paul Hunt, **Access Advisory Committee** ... Burnet & Braker to confirm whether or not the South side of the street has **sidewalks**. Paul Hunt ...

[PDF]interlocal cooperation agreement between the city of austin and ...

www.austintexas.gov/edims/document.cfm?id=294537

This **Interlocal Cooperation Agreement** is made and entered into by and ... subprojects that include but will not be limited to; **sidewalk** construction, **accessibility** ... WHEREAS, **Capital Metro** will reimburse the **City of Austin** for certain costs as **Capital Metro** FY 2019 and FY 2020 Allocation – **Capital Metro** has allocated an ...

[PDF]171115 Board Meeting Minutes - Capital Metro

https://capmetro.org/uploadedFiles/November-2017-Board-Meeting_Minutes.pdf

Dec 12, 2017 - Wednesday, **November 15, 2017** ... Anthony Walker, **East Austin Coalition**, announced he drives the Route 323 and riders are very **Interlocal Agreement (ILA)** with the **City of Austin** on May 22, **2019**. ... to design, build and implement **accessible** bus stops and connecting **sidewalks** in the **Capital Metro**.

27. **MetroRail Mystery ILA:** On May 25, 2017, I submitted an open records request for Downtown MetroRail restroom information. As is routine, Kerri Butcher sought to withhold the information through a Texas Attorney General Briefing though Marc Guerrero held the redlined document in hand at a Board Meeting. Still, Butcher felt compelled to withhold the information. Future updates excluded any reference to the restroom. The agreement between COA and Capital Metro was approved by Council first but lacked restroom language. Capital Metro's Board Packet then excluded an effective date, leaving the public to wonder which document was binding. This is an example of how Capital Metro used an ILA to its advantage, disregarding the public's desires. Though succinct, my open records request went through a lengthy Texas Attorney General review—shows Capital Metro's abuse.

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May 25, 2017

Memorandum for Capital Metropolitan Transportation Authority, Attn: Chief Counsel Kerri Butcher 2910 East 5th St. Austin, TX 78702
<PIR@capmetro.org>

Subject: Open Records Request for Downtown MetroRail Station Interlocal Agreement with Public Restroom Facility Provision Stricken

1. **Background:** On May 22, 2017, Marc Guerrero (Capital Projects) held in hand a copy of the Interlocal Agreement (ILA) between Capital Metropolitan Transportation Authority (Capital Metro) and the City of Austin with red lined text striking the public restroom provision as a sole City of Austin expense for the Downtown MetroRail Station and Plaza. Guerrero alleged the new posted document existed, as though posted online. The Board Packet, however, does not contain the word restroom in the 212-paged document and a Google search for Guerrero's number and the updated ILA does not appear in the public domain. This request seeks a copy of the ILA. https://www.capmetro.org/uploadedFiles/New2016/Public_Involvement/Board_Meetings/170522%20Board%20Meeting%20Backup.pdf

2. **Govt. Code, Ch. 552, Public Information:** Request a copy of

a) the updated MetroRail ILA between Capital Metro and the City of Austin held in hand by Marc Guerrero during the May 22, 2017 Board Meeting with red lines striking the public restroom facility;

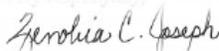
b) a copy of all public restroom emails and personal notes from January 2017 through May 25, 2017;

c) a copy of the legally binding MetroRail ILA approved by Capital Metro's Board of Directors on May 22, 2017.

Note: Per call to City of Austin, Traffic Engineering staffer Lee Austin had no knowledge or understanding of the updated MetroRail ILA on May 25, 2017.

3. **Closing:** Thanks for your time. Point of contact is the undersigned.

Very respectfully,



Zenobia C. Joseph

28. **Conversation Corps ILA:** In ATXN, Conversation Corps dates back to April 15, 2013. Conversation Corps website includes CodeNEXT history prefaced by Imagine Austin (2012). Leadership Austin Topics include "Transportation Equity" and Previous Conversations, in part: Your Mobility Priorities, Parking & Transit, Workforce Development, Affordability, and Mobility. This is an ideal example of how affordable housing and transit could be prioritized across governmental bodies with Capital Metro will power.

a. ATXN archive video: Conversation Corps.

Community Action Network

Apr 15, 2013

[Play](#)

Item 5 Conversation Corps – a new concept for engaging people through Austin in conversations ...

b. March 11, 2015 Conversation ILA (p. 9): <http://capmetrotx.iqm2.com/Citizens/FileOpen.aspx?Type=1&ID=1559&Inline=True>

c. May 07, 2015: Leadership Austin (Julie Smith, Manager) led the Conversation Corps News Conference on having "a more civically engaged community." It included Mayor Steve Adler, Capital Metro CEO/President Linda Watson, and Nicole Conley, AISD Chief Financial Officer. Volunteer Conversation Host Jennifer Houlihan read the ideal Conversation Corps mission.

- Observation: Despite the press conference united front, the 2015 Conversation Corps ILA appeared to exist in theory though Capital Metro and COA committed \$15K in respective budgets, for example. Though the ILA appeared to be active at the outset of Connections 2025 (rebranded Cap Remap for June 2018 Service Changes), staff never mentioned the interagency agreement during Community Involvement presentations. Hence the Conversation Corps ILA could have benefited the public tremendously but appears to have been mainly a formality—a symbolic gesture.

d. Jun 15, 2015: Regional Affordability Committee. Chair: Council Member Delia Garza.

Item 4: Conversation Corps presentation related to the July Conversation Corps meeting on housing affordability. Larry Schooler (then-Manager, Public Engagement, City of Austin, Division in Communications and Public Information Office) clarified two points:

ht City of Austin, Austin Independent School District and Capital Metro and the aforementioned Parties have often been challenged with recruiting a diverse cross-section of Austinites to participate in public engagement processes. The parties have found that more of the public participants in small-group discussions of community issues than in large public hearings and public agencies have a shared responsibility to implement cost-effective and collaborative solutions for involving the public; and the aforementioned agencies strive to enable all members of the public to participate by providing multiple avenues for participations. Thus, a joint engagement program (Conversation Corps) that stretches across the entire city will allow all of the aforementioned agencies to gain a better sense of community sentiment, so as to produce more sustainable public policies that win public support and to increase goodwill toward the agencies.

The extent of Capital Metro's involvement in the Conversation Corps partnership includes the following:

- Appointing two representatives to the Conversation Corps Steering Committee to assist with program oversight on an ongoing basis.
- Contributing \$15,000 annually, subject to funding availability, beginning April 1, 2015, with two automatic 12-month renewal periods and assist with the identification of and application for supporting grant funding for the program.
- In-kind support on an as-needed basis by way of assisting with administrative resources.

The inclusion of Travis County will significantly add to the reach and scope of Conversation Corps' efforts.

i. Nov 12, 2015 Item 6 City Council Meetings: "Authorize execution of an amendment to the Conversation Corps interlocal agreement relating to community engagement to add Travis County as a participating party."

Weblink: <http://austintx.swagit.com/play/11122015-588/4>

- "7. **Duration.** This agreement will run for **one calendar year beginning April 1, 2015, with two automatic 12-month renewal periods**" (p. 6): <http://www.austintexas.gov/edims/document.cfm?id=242356>
- Authorize execution of an amendment to the **Conversation Corps** interlocal agreement relating [to] Cap Metro. Council Members: Zimmerman's motion to postpone for measurable outcomes failed; Troxclair noted importance; and Houston asked about Pilot 3-year contract.

j. November 18, 2015 Board Packet: October 26, 2015 Capital Metro Conversation Corps ILA Amendment Minutes approved.

[PDF] [Agenda - Wednesday, November 18, 2015 - Capital Metro](#)

<https://www.capmetro.org/.../Capmetroorg/.../Nov%2018,%202015%20board%20pac...>

Nov 18, 2015 - Approval of minutes from the October 26, 2015 board meeting. to amend the interlocal agreement with the **City of Austin** and **Austin ... Conversation Corps**. ... a partner in our current agreement with **AISD**, the **City of Austin**, and ... Board Member Mitchell moved to approve this **ILA**/Board member Stafford.

k. February 24, 2016 AISD: Conversation Corps Public Issue: "Parking and transit" — Weblink: <https://vimeo.com/158027958>

Note: Conversation Corps is still on AISD's website with links to Austin and District Budgets. ATXTalk.org is disabled, though.

l. [PDF] [Agenda - Wednesday, November 1, 2017 - Capital Metro](#)

https://capmetro.org/.../November-2017_OPS-Committee_Agenda-Packet.pdf

Nov 1, 2017 - Accessibility Interlocal Agreement (ILA) with the **City of Austin** on May 22, 2019. 6. Approval of a resolution authorizing the President/CEO, ...

29. **Capital Metro ILA Summation:** Conversation Corps videos exist (2013-2015). Funding use and outcomes remain unclear. Presumably each governmental entity contributed \$15K, in part, for staff time though Conversation Corps relied on volunteers.

- Critique: AISD's Conversation Corps 2016 video on Parking & Transit [Banner: Parking & Transportation] excluded African-Americans. Based on hue, people of color (ethnic, multiracial, biracial, Hispanic in appearance) attended the meeting but no obvious Black male or female was present in the group of eight attendees. Given the exodus of Blacks from Austin (Tang, 2014) and failure of AISD to educate Black students (e.g., overrepresentation in SPED, disciplinary programs), more should have been done to ensure the small group was inclusive.
- Personal Reference: Associate Superintendent Gilbert Hicks gave a presentation to the African-American Resource Advisory Commission on March 7, 2017 seeking assistance with academic outcomes for Black students who make up only about 8% of AISD's population but 50% of Special Education and only 1% of the Gifted/Talented Program.

3. **The City.**

- 3.1. **Staffing and Support.** The City will allocate time from existing staff (primarily in, but not limited to, the Communications and Public Information Office) to support various aspects of Corps' operations such as website maintenance, logo development, marketing materials, news releases, and other related needs.
- 3.2. **Funding.** The City will contribute a minimum of \$15,000 annually toward staffing costs for the program and will assist with the identification of and application for supporting grant funding for the program. The first annual payment will be due on or before March 31, 2015. Annual payments are subject to budget approval and appropriation by the City Council.
- 3.3. **Steering Committee.** The City will appoint two representatives to the Corps Steering Committee to assist with oversight of the program on an ongoing basis.
- 3.4. **Facilities.** The City will provide facilities suitable for hosting Corps events at no or minimal cost.

4. **The District.**

- 4.1. **Steering Committee.** The District will appoint two representatives to the Corps Steering Committee to assist with oversight of the program on an ongoing basis.
- 4.2. **Funding.** The District will assist with the identification of and application for supporting grant funding for the program.
- 4.3. **Facilities.** The District will provide facilities suitable for hosting Corps events at no or minimal cost.
- 4.4. **In-Kind Support.** The District will offer in-kind support for the Corps on an as-needed basis where possible, assisting with resources for printing, advertising, and other similar administrative tasks.

5. **Capital Metro.**

- 5.1. **Steering Committee.** Capital Metro will appoint two representatives to the Corps Steering Committee to assist with oversight of the program on an ongoing basis.
- 5.2. **Funding.** Capital Metro will contribute a minimum of \$15,000 annually toward staffing costs for the program (see Budget) and will assist with the identification of and application for supporting grant funding for the program.

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The first annual payment will be due on or before June 30, 2015. Annual payments are subject to budget approval and appropriation by Capital Metro's Board of Directors.

30. **Pending ZAP Capital Metro Presentation:** A recommendation to amend the Pilot Interagency ILA could be noted during Capital Metro's ZAP briefing. An invite could be extended to Leadership Austin to reach past 10-1 volunteer facilitators who may give feedback after the presentation on how participants' voices were heard in addition to lessons learned (ILA pros and cons).

a. Option 1: Recommend Council amend the 3-year 2015 ILA between City of Austin, Capital Metro, Travis County, and Austin Independent School District (AISD). Buses historically serve schools but, under Cap Remap, some parents and students must walk a long distance (e.g., Perez Elementary is 0.7 miles one-way to 333-William Canon). Which campuses now have school trippers?

b. Option 2: Recommend Council create a Joint ILA between City of Austin, Capital Metro, and AISD using Conversations Corps ILA as a template while recognizing the need to add objective measurable outcomes noted by then-Council Member Don Zimmerman and CM Ellen Troxclair. To Zimmerman's point, "[S]entiments are not something I can objectively measure."

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31. **June 7, 2018 Open Records:** I submitted a request to Capital Metro, in part, for any reports/measurable outcomes from Conversations Corps' ILA. During Connections 2025, I never heard staff mention the ILA. Public involvement updates only included Capital Metro's staff appearances throughout Austin, usually with static map boards devoid of short presentations.

Re: Conversation Corps Resolution CMTA-2015-20.

"From: zcjsh ...

To: jackie.nirenberg <jackie.nirenberg@capmetro.org>

Cc: pir <pir@capmetro.org>; gloria.barnes <gloria.barnes@capmetro.org>

Sent: Thu, Jun 7, 2018 6:23 am

Subject: Conversation Corps ILA Request

To: Jackie Nirenberg

Community Involvement Manager

Capital Metropolitan Transportation Authority

1. **Joint Conversation Corps 2015 ILA Request:** Capital Metro, AISD, City of Austin, and Travis County (3-years: 1 year plus two automatic funding years).

a. Can you send me the link to the audio for the joint Conversation Corps interlocal agreement between Capital Metro, AISD, City of Austin, and Travis County?

Note: I scrolled through the March 11, 2015 Capital Metropolitan Transportation Authority Finance Committee video and heard a data discussion followed by Leslie Browder's finance comments but nothing about the ILA. I also reviewed the City of Austin November 18, 2015 video approving Travis County as a fourth partner but no report. The Regular Board Meeting on March 23, 2015 passed the ILA on Consent Agenda. If you could send me the weblink and clip marker, I would appreciate it.

<http://capmetrotx.iqm2.com/Citizens/SplitView.aspx?Mode=Video&MeetingID=1533&Format=Agenda>

b. Was this ILA used during Connections 2025 planning and/or community involvement? If so, can you send me the link and/or document showing how the ILA applied during the Connections 2025 process?

c. Was there a report showing measurable outcomes at Capital Metro and/or one shared by each partner? If so, can you send me the weblink(s) or documents, too? I copied the open records email but am uncertain if any Conversation Corps report(s) exist.

d. Did each partner pay \$15K or was Capital Metro the only funder? And, what was the funding used for? Did the taxpayer dollars fund Leadership Austin or something else? It remains unclear because the ILA noted volunteer facilitators but lacked clarity regarding use of funds.

e. Is the joint ILA still effective and noted in the FY 2018 Budget? If so, please send me a link to the budget line item, amount, and page number. ..."

32. **June 8, 2018 District 1 Inquiry:** I sent an inquiry to Council Member Ora Houston's Office and asked staffer Andre Ewing about the Conversation Corps contract and outcomes at State of District 1. Did staff report back to Council? ... I still await a reply.

33. **Pending Conversation Corps ILA Action Item:** Recommendations for Zoning and Platting Commission.

a. Sponsor Capital Metro Discussion Item on Northeast Austin (Hwy 183/North Lamar to Parmer Lane) and ZAP Resolution. Recommend Council amend Conversation Corps ILA to use \$15K funds previously-agreed to by each partner for transit purposes.

b. Cost Estimate Contingency: Amend ILA. Ask Capital Metro for a shared cost-estimate for Council to decide use of internal or external funds to ensure service at or near affordable housing (e.g., Housing Authority of the City of Austin properties) in the event there are budgetary constraints faced by Capital Metro or AISD. Or, reallocate \$45K (\$15K each) noted in the agreement to specifically offset bus stops at affordable housing developments rather than using funds for staff time. What is the cost to restore 300-Rogge affordable housing stops or minority routes (e.g., 240, 392) per Imagine Austin and Strategic Housing Blueprint goals?

34. **Capital Metro's Conclusion:** CodeNEXT, Imagine Austin, and transit planning can result in "good land use" policy for all.

"This plan does adhere to the Guidelines and Standards as adopted by the board." ~Todd Hemingson
Untrue! The Board improved non-minority routes (e.g., \$1.8M, 238-10.3 riders/hr) at the expense of minorities.
Clip 53:45: <http://capmetrotx.iqm2.com/Citizens/SplitView.aspx?Mode=Video&MeetingID=1684&Format=None>

"I think CodeNEXT and Imagine Austin are working towards this . . . [Y]our best transportation plan is a good land use plan," noted Hemingson quoting Jeff Tumlin—referred to as a "leading expert." Interestingly, there were no Black Cap Remap experts. "So we are actively engaging with the City, with ... Travis County, as they do their planning efforts with Project Connect to link these up."³ In theory, Capital Metro's 2015 Service Guidelines and Standards apply to CodeNEXT and Imagine Austin. Hemingson even assured members during the Final Connections 2025 Work Session 10 days prior to the February 27, 2017 vote that the plan adhered to board-approved standards. Data herein, however, confirms the opposite—race discrimination in violation of Title VI.

³ CapMetro (2017, 17Feb). Work session: Land use (50:30): <http://capmetrotx.iqm2.com/Citizens/SplitView.aspx?Mode=Video&MeetingID=1684&Format=None>

35. **Misleading Title VI Service Equity Analysis:** Capital Metro inflated its report stating alternative routes that don't serve 240.

a. Disparate Treatment: In its 2016 Transportation Investment Generating Economic Recovery (TIGER) Grant Application to improve the Red Line, Capital Metro admitted MetroRail-Kramer walk to 803 MetroRapid "is discouraging" for, mainly, white rail riders (CapMetro TIGER Grant, 2016, p. 6). Yet, Cap Remap listed 325 (0.7 miles to Parmer/Loop 1) and 801 or 803 MetroRapid as options for bus riders losing 240 across from The Domain. 801 does not serve the "north end of the route" and the walk to 803 is not an option on the frontage road with no sidewalks. The discouraging walk should apply equally to rail and bus riders, too.

b. Disparate Impact: Shortlined 392 on Braker/Burnet eliminated east-west connectivity. New terminus is MetroRail-Kramer. If the long walk "over 1/2-mile" discouraged white MetroRail riders, why wouldn't it be equally discouraging for minority bus riders?

(1) Over 1/2 mile = Discouraging walk from MetroRail-Kramer to Domain: Now serves as new terminus for minority Route 392. October 24, 2017 Staff uncoupled 383-Lakeline/392-Braker but shortlined 392 on Braker/Burnet (approved November 15, 2017); no regard for TIGER Grant analysis or alternatives. Then staff consolidated 392 with 383-Wells Branch—segregating minorities.

The location of the existing Kramer Station puts it just out of reach of the shopping, restaurants, nightlife, offices, and housing available at The Domain. At a distance of over 1/2 mile, the walk between the existing station and The Domain is discouraging to Capital Metro customers headed to and from this destination. Also, the MetroRapid 803 bus line station at The Domain is considered too far to make the connection at over 1/2 mile from the Kramer Station without continuous sidewalks. Intermodal connectivity between rapid bus and commuter rail is lacking due to the distance of the existing Kramer Station.

Source: Capital Metro Red Line TIGER Grant, 2016 (p. 6).

Origins/Destination Study
70% of MetroRail riders are white (25Jan2016, p. 115)

The Kramer Station walk was **too discouraging** for whites, so why wouldn't it be **too discouraging** for 392 minorities?

(2) Affordable Housing Implications: Staff specified minority Route 240, like 392, had MetroRapid 803 as an option. In reality, affordable housing (apartments) are located across Burnet Rd from The Domain, so the same discouraging walk to 803 applies. Parmer/Loop 1 (Mopac): The 0.7-mile walk to 325-Metric creates a disparate impact on minorities unlike whites on 21-Exposition.

c. Land Use: Affordable housing/transit implications.



Adverse Effects
NLTC: Eliminated 240; Rerouted buses.
392: Eliminated east-west to jobs: Domain, H.E.B., Randalls, Aboretum, Super Target.

Land use

Transit demand is also heavily influenced by land use. Some land use patterns are more transit supportive than others. Mixed use, commercial, institutional, and high-density residential land uses are typically favorable. Low-density residential and industrial land use types are less likely to generate sufficient ridership to maintain cost-effective services.

Destinations and activity centers

Capital Metro should strive to serve multiple destinations. The strongest transit destinations include intense, all-day activity. Activity centers may be suitable for several transit services, depending upon ridership demand.



Areas with high residential densities should have direct transit service to appropriate destinations to minimize transfers. Key destinations include downtown Austin, the University of Texas, Austin Community College campuses, transit centers, and major retail centers.

Commuter services, such as express bus, may be provided between park and ride facilities and major employment or activity centers, such as downtown Austin and the University of Texas. Commuter services require a minimum of 1,000 persons residing within a specific commuter shed. These services should operate primarily on highways with a limited number of stops to minimize travel time.

Source: Fall 2015 Capital Metro Service Guidelines and Standards (p. 49)

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36. **Strategic Plan:** Beyond words on paper, Capital Metro should restore minority Routes 240-Rutland, 392-Braker, and reduce 339 headway to 30 minutes per Mission to connect rather than disconnect “people, jobs and communities” through reliable transit.

METRO		2015-2020 Strategic Plan Overview			7.1.15
Vision	Capital Metro is transforming the daily lives of Central Texans by providing a robust, sustainable transportation network.				Major Performance Goal Increase Ridership
Mission	Capital Metro connects people, jobs and communities by providing quality transportation choices.				
Goal Areas	Customer (Melvin)	Leadership (Todd)	Community Value (Dan)	Organization (Donna)	

37. **Project Connect:** June 13, 2018, Long-range Planning Director Javier Arguello briefed Capital Metro’s Customer Service Advisory Committee (CSAC) on developer Brandywine’s 2016 restored plan to relocate MetroRail-Kramer in The Domain/“new downtown.”

a. Vision Zero Implications: The 0.8-mile walk from MetroRail-Kramer to 803 MetroRapid, Arguello noted, is discouraging. Yet Kramer is the new 392 terminus, forcing minorities into 7 lanes of traffic at Braker/Burnet to transfer to Local Routes 3 or 383. Wouldn’t the same walk be equally burdensome, dangerous, and discouraging for low-income and minority bus riders, too?

b. Disparate Treatment: Capital Metro treated eliminated 240 riders (low-income/minorities) differently than 21-Exposition Rideshare (whites) and 238-Westgate \$1.8M (10.3 riders/hour). Disconnected minority Route 392 counters Imagine Austin’s compacted-connected transit service to neighborhood centers (e.g., Arboretum jobs, grocery stores, healthcare, activities). The 0.7-mile walk (Metric to Parmer/Loop 1) or 3 miles from Parmer affordable housing burdens minorities unlike West Austin whites. Rather than improving service for minority riders who built the system’s average, planners eliminated or shortlined routes. In Northeast Austin, only one 15-minute partial Route 325 exists—no more than sole 325-Ohlen before Cap Remap implementation.

c. Misleading 240 Summation: For eliminated Route 240, planners listed 325, 801 or 803 for the “north end of the route.” The south end of Route 240 was served by 801 at Rundberg/North Lamar. The walk to 803 from Parmer/Loop 1 with no sidewalks on the feeder road is not a viable option and counters 2016 TIGER Grant analysis regarding “discouraging walk” over ½-mile. FTA reviewers are in DC and relied on truthfulness. Alternatives for minorities should be analyzed and Route 240 restored, accordingly.

38. **Action:** If you or someone you know wants to help improve Cap Remap, a few Title VI Complaint links are noted below.

a. Federal Transit Administration, U.S. Department of Transportation: Civil Rights Complaint. Send via U.S. Mail or Courier. Extra step to sign and put in mail but will appear in Triennial Review and trigger DC investigation. Capital Metro Title VI email complaint must be tracked but didn’t appear in the Title VI Packet like my FTA Complaint (April 23, 2018, p. 114). PDF attached.

- Weblink: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Consolidated_Civil_Rights_Complaint_Form.pdf

b. Email: titlevicomplaints@capmetro.org

Option: **Title VI Complaint may be filed against Kerri Butcher and Lawrence Deeter.** Both briefed findings, excluded NLTC, and alternatives for 240-Rutland elimination to St. David’s and H.E.B. (Parmer/Loop 1); 392-Braker to Arboretum; and 339-Tuscany to Tannehill (60-minute headway). Complainant may request Region 6 review, so Butcher doesn’t review complaints against herself.

If you believe you have been subjected to discrimination under Title VI, you may file a complaint with Capital Metro - Attn: Title VI Complaints at 2910 E. 5th Street, Austin, TX 78702 or via e-mail at titlevicomplaints@capmetro.org or call (512) 474-1200.
[Title VI Brochure \[PDF\]](#)
[Title VI Complaint Form \[PDF\]](#)

Region 6: Rebecca Rand directs all complaint to FTA Headquarters in DC which contradicts Capital Metro’s 2018 Title VI Triennial Review/Update.

c. Region 6: **Unclear role during Title VI Complaint process.** Capital Metro’s April 23, 2018 Title VI Service Triennial Review specified region level appeal. Yet, Region 6 Civil Rights Officer Rebecca Rand rejected my November 15, 2017 email (next page).

Capital Metro will investigate the complaint and will provide a determination. If you disagree with the determination, you can appeal and submit your complaint to:

Federal Transit Administration, Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, TX 76102
or call (817) 978-0558

- Pending: June 13, 2018 CSAC recommended a review of the Title VI Complaint process as an upcoming agenda item. It remains unclear how Capital Metro tracks Title VI email and phone complaints. Does Region 6 automatically review complaints against Kerri Butcher? Who is Capital Metro’s Title VI Officer—senior counsel or some other staff member?
- Source: Title VI Service Equity Analysis. April 23, 2018 Capital Metro Board Packet (p. 106).

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d. Region 6 Rebecca Rand Reply: Wed, Nov 15, 2017 at 12:37 PM counters Capital Metro's Title VI Complaints process.

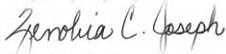
From: Zenobia Joseph <apluswriters@gmail.com>
To: Lynn Hayes <lynn.hayes@dot.gov>
Cc: Campos, Jose (FHWA) (FHWA) <Jose.Campos@dot.gov>; robert.patrick <robert.patrick@dot.gov>
Sent: Fri, May 4, 2018 11:18 am
Subject: Title VI: Rand 15Nov2017: "[D]o not send anything to me, including questions[!]" _Fwd: Capital Metro: Austin [US Department of Transportation, FTA #: TCR-20/E54-427]_1 of 2

To: Lynn Hayes
Community Planner
Federal Transit Administration, Region 6

Re: FHWA/FTA - Capital Area Metropolitan Planning Organization Public Listening Session (April 25, 2018/Austin TX); Follow-up to FTA Complaint#: TCR-20/E54-427.

Please see November 15, 2017 thread (below). Discouraged by Rebecca Rand's reply, I did not forward my **signed 4-paged Title VI Analysis** to Mary Beth in the Federal Transit Administration DC Office. Thanks.

Very respectfully,



Zenobia C. Joseph

----- Forwarded message -----

From: **Rand, Rebecca (FTA)** <rebecca.rand@dot.gov>
Date: Wed, Nov 15, 2017 at 12:37 PM
Subject: RE: Capital Metro: Austin [US Department of Transportation, FTA #: TCR-20/E54-427]_1 of 2
To: Zenobia Joseph <apluswriters@gmail.com>

You should state in the document that it is an update to a complaint you already filed.
We do not take things by email. They must be signed.

From here forward, do not send anything to me, including questions. You must work with Headquarters.

Rebecca
Rebecca E. Rand
FTA | Region VI Civil Rights Officer
Direct: 817-978-0558 | Rebecca.Rand@dot.gov | http://www.fta.dot.gov/civil_rights.html

From: Zenobia Joseph [mailto:apluswriters@gmail.com]
Sent: Wednesday, November 15, 2017 12:07 PM
To: Rand, Rebecca (FTA) <rebecca.rand@dot.gov>
Subject: Re: Capital Metro: Austin [US Department of Transportation, FTA #: TCR-20/E54-427]_1 of 2

Ms. Rand,

I already filed two complaints. Do the updates have to be filed separately, too?

On Wed, Nov 15, 2017 at 10:27 AM, Rand, Rebecca (FTA) <rebecca.rand@dot.gov> wrote:

All complaints need to be filed with FTA Office of Civil Rights in Headquarters.

Please follow the directions on our website. <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

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Direct: 817-978-0558 | Rebecca.Rand@dot.gov | http://www.fta.dot.gov/civil_rights.html

From: Zenobia Joseph [mailto:apluswriters@gmail.com]
Sent: Wednesday, November 15, 2017 10:22 AM
To: Rand, Rebecca (FTA) <rebecca.rand@dot.gov>
Subject: Capital Metro: Austin [US Department of Transportation, FTA #: TCR-20/E54-427]_1 of 2
Memorandum for Federal Transit Administration (FTA) Region 6 Office, Rebecca E. Rand, Region VI Civil Rights Officer
Fritz Lanham Federal Building [819 Taylor Street](#), Room 14A02 Fort Worth, TX 76102 <Rebecca.Rand@dot.gov>

June 16, 2018

Subject: Capital Metro Service Equity Analyses, Interlocal Agreement Ideas, and Future Northeast Austin ZAP Transit Briefing 35

Subject: Title VI/5307 Complaint—Suspend Capital Metro’s Funding per Connections 2025 10-year “Marketing” Plan Based on 72% White, 52% Female Millennials Earning \$100K^[1] Resulting in Disparate Impact on Minorities and Disproportionate Burden of Low-Income Transit-Dependent Riders on Parmer, Routes 392-Braker (Northeast)/383-Lakeline (Northwest) and 323 (Northeast) Despite Comparable Ridership to Board Member Ann Kitchen’s Route [333-William Cannon](#) (Southwest) with Unequal Headway
Re: 383/392 minorities = 24.3 riders/hr (40 min. headway), 323 (60 min) vs. 333 whites (**15 min., 7 days/week**) = 23.3 riders/hr

“We want you to bring in the community, to make sure that the community is at the table with you at the very beginning, not when you’ve come up with a plan or one-way forward and then you share it with them and try to talk about how you mitigate the impact that is burdening them.” ~Leslie Proll, Civil Rights Lawyer, US Department of Transportation, 2016

Please see attached PDF in its entirety.

✦✦ Have a peaceful day.

Very respectfully,



Zenobia C. Joseph

e: apluswriters@gmail.com

[1] CMTA (2016). Connections 205 community survey summary [Female, p. 21/26; White, p. 22/26; Income, p. 24/26]. Retrieved from http://connections2025.org/wp-content/uploads/2016/04/Connections2025_SurveySummary_04.19.16.pdf

39. **Relief:** Thanks for your time in reading this comprehensive Connections 2025 review. Now enlightened, please consider (in your individual capacity) attending Capital Metro’s Board Meeting on Monday, June 18, 2018/Noon (2910 E. 5th St). Request an August 2018 Service Change Exception to Policy. Proactively seek to improve Northeast service by addressing Title VI violations.

- 1) Restore 240 (NLTC to Parmer/Loop 1). Since 2016, options were never discussed. Compared to 21-Exposition, 240 served over six times the riders (162 vs. 26 daily boardings) but got no Rideshare Pilot. Compared to 466-Domain across Burnet, 240 served 20.3 riders/hour vs. 7 riders. 466 improved but 240 was eliminated to St. David’s, H.E.B., and NLTC.
- 2) Restore 392-Braker to Arboretum job centers (one-seat ride, east-west connectivity like the rest of Cap Remap network—Super Target-Great Hills terminus) and 30-minute Peak to/from work like Kitchen’s New 105 S. 5th St. Peak.
- 3) Decrease 339-Tuscany to Tannehill wait-time from 60 minutes to 30 like restored 19-Bull Creek (1.8 boardings/hour).
- 4) Evaluate Dessau/Parmer growth: Restore Parmer Lane bus and consider route from Walmart-Norwood to Tech Ridge.
- 5) Restore 300-Rogge 15-minute frequency (20 acres); honor developer’s transit argument, same as 30-Barton Creek. The Reserve at Springdale provides an opportunity for Capital Metro to agree with COA on affordable housing transit-dependent riders’ needs to fulfill its stated Mission. Restoring 300-Rogge would certainly be a step in the right direction.
- 6) Include NLTC redevelopment on the June 25, 2018 Regular Board Meeting Agenda as Discussion Item/Presentation. ⁴

40. **Title VI Violations, Summation:** Capital Metro violated Title VI of the Civil Rights Act of 1964 by circumventing the law (e.g., renumbering 323/339 and 324, calling them new though worsened; shortlining 392-Braker to Arboretum—eliminating east-west connectivity, putting riders in 7 lanes of traffic; omitting NLTC; re-routing buses to serve whites, eliminating 240 without analyzing alternatives; refusing to analyze Dessau/Parmer growth—evidenced by Kitchen’s sole Connections 2025 exclusionary resolution); and creating 60-minute routes (237, 339) with more transfers (243/392) so white millennials can enjoy 15- to 30-minute frequency. Anecdotally, access to frequency is a farce. On June 5, 2018/7:40PM, I sat at Mueller by H.E.B. Trip Planner said next #10 was at 8:16PM—same old 50-minute Northeast wait! I walked to 51st St; boarded 300; and got to MetroRail-Crestview at 8:16PM.

We must continue fighting for equitable distribution of federal dollars. You have my permission to attach this memorandum to your Title VI FTA Office of Civil Rights Complaint Form. Point of contact is the undersigned. ~Special Thanks (Appendix D).

Very respectfully,



Zenobia C. Joseph

e: apluswriters@gmail.com

w: apluswriters.wix.com/zcjsph

⁴ CapMetro (2018, 14Jun). Public hearing: August 2018 service changes. Retrieved from https://www.capmetro.org/uploadedFiles/New2016/Public_Involvement/Board_Meetings/August-Service-Changes_Public-Hearing_Agenda.pdf

Appendix A: Affordable Housing/Transit Needs

Capital Metro knew about North Austin affordable housing, transit, and job needs at the outset but worsened minorities' travel.

May 23, 2016 Board Packet (p. 4): Customer Satisfaction Advisory Committee May 11, 2016 Minutes noted the ideal connection between land use and transit. Anecdotal, however, few citizens testify at CSAC Meetings. No recordings appear online either. At the June 13, 2018 meeting, I recommended members record and post audio like COA's 2017 Visitor Impact Task Force. Staff (Sam Sargent) mentioned the possibility of checking out audio equipment. Another low-tech option would be to use an MP3 player.



CAPITAL METROPOLITAN TRANSPORTATION AUTH

Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee
Wednesday, May 11th, 2016
6:00 – 8:07 p.m.

The Customer Satisfaction Advisory Committee (CSAC) met on Wednesday, May 11th, 2016 at the Capital Metro Transit Store.

Committee Members in attendance included Chairman William Shamburg, David Foster, Betsy Greenberg, Oscar Gaytan, and Michael French.

Capital Metro staff present included Sam Sargent, John Andoh and Lawrence Deeter.

No citizens were in attendance for this meeting.

Connections 2025 Study Update

Mr. Lawrence Deeter, Senior Planner, Capital Metro

Mr. Deeter provided an update on the Connections 2025 study. Between October and November of last year, Capital Metro and TMD consultant staff performed data collection and review,

followed by a system and service evaluation that concluded this month. During that time, Capital Metro held 13 public meetings across the service area, 30 community meetings with neighborhood and civic organizations, and received 5,000 online and paper survey responses.

Mr. Deeter explained that some of the most common community feedback we received related to the expansion of the Frequent Service Network, later MetroRail service, and better east/west connectivity. He continued with demographic data showing the explosive growth of the region and the role that transit plays in maintaining and improving quality of life.

Regional Employment trends have shown a dramatic decrease in unemployment since 2010, the location of large employers in North Austin and adjacent communities to the north, and other areas that are projected to have large employment growth such as Tech Ridge, the Domain, and Mueller. The number of seniors, college students, and low-income residents is also climbing. Mr. Deeter said.

Mr. Deeter described the four land use market types that the Connections 2025 study is exploring: Central Core, Core, Suburban, and Rural. Each land use type has different characteristics, benefits and challenges for the purposes of transportation. Central Texas has a mix of land use types, including dense urban, auto-centric suburban, and low density rural areas.

★ Affordable housing has also become more disconnected, which presents a major problem for people who are "transit dependent".

Mr. Deeter discussed the market analysis' findings on travel patterns in Central Texas, including the statistic that Austin resident's average drive time into work is 23 minutes. Dr. Greenberg asked where that number came from, with Mr. Deeter replying that is was from the American Community Survey (Census) and most likely describes commutes completely within the city.

392-Braker to Arboretum: Staff cut east-west connectivity to Arboretum jobs with no board discourse. 7Nov2016 Chisholm noted east-west importance at Work Session, noting spontaneous travel vs. transfers, more wait time. Staff intentionally made travel worse for 392 low-income/minorities!
Deeter noted North Austin Tech Ridge jobs; low-income residents' growth: No plan focus! 5Dec2016: I noted Tech Ridge, Samsung, & Dell; asked for growth review to no avail. 466-Domain improved; Mueller 15min. bus.

Intent: Fully aware of **affordable housing North Austin transit-dependent riders'** needs and job growth, Connections 2025 Project Mgr. Deeter & consultant Chisholm still focused on white South/West routes, eliminating minority Route 240-St. David's. Cost-balanced by reducing minority buses.

TMD’s market findings laid out the strengths and weaknesses of the service area. Strengths included a 29 percent regional growth rate, concentrated residential and commercial development, a large student population and interagency mobility initiatives. Weaknesses included auto-centric development, low gas prices, emerging employment centers outside the urban core, and affordability.

Mr. Deeter discussed Capital Metro service trends, namely that operating costs have steadily increased with revenue hours remaining stable. Boarding concentrations are found along key mixed-use service spines and in areas with dense housing and employment. TMD found that transfers seem balanced between network hubs and route intersections, which Mr. Deeter noted was a positive. Furthermore, Capital Metro’s initial investment in developing a frequent network has been successful.

TMD found that base fares on Capital Metro have been low, historically. The tiered fare structure that was introduced with MetroRapid was designed to incentivize people to use local services. TMD has suggested that the 40 percent fare premium on MetroRapid may be pushing riders away from this more cost-effective service.

TMD also found that the existing frequent network, tailored services such as the University of Texas shuttle, mixed use corridors, and Capital Metro facilities were strengths for the agencies. Identified weaknesses included a limited number of frequent services, low farebox recovery, the fare structure, and “limited network synergy”.

★ Chairman Shamburg stated that Capital Metro has a big opportunity to connect the Connections 2025 effort with City of Austin initiatives such as CODENext. He asked who at Capital Metro is coordinating TMD’s findings with CodeNext and other land use officials to ensure that all of the various agency plans are working together. Mr. Deeter replied that Capital Metro’s long-range planners are involved with this type of coordination, especially through the Central Corridor study. A Central Corridor update will be given to the committee this summer.

Adjournment

Chairman William Shamburg, Customer Satisfaction Advisory Committee

Chairman Shamburg adjourned the meeting at 8:07 p.m.

###

Affordable Housing Bottom Line: Though stated at the outset, choice riders trumped affordable housing/coverage in Connections 2025.

Northeast growth, dense housing and employment: **Ignored 2016-2018.** North Lamar Transit Center reliable hub since 1985: Dismantled but **omitted from Title VI Service Equity Analysis** by Counsel Kerri Butcher and Deeter. **Disparate Impact exists but unknown.** Transferring to every bus north of NLTC **adds travel time**—burdens minorities.

Lack of Synergy: 392-Braker riders still risk their lives trying to catch 801S at Chinatown. Either wait at light and miss the bus or cross midblock and risk fatality!

Recommend Capital Metro make 801S a time point for riders' safety. 20Apr2018: 801S solution given to CEO Clarke at our Equity Mtg. Clarke improved 466-Domain (7 riders/hour); nothing for minorities.

CodeNEXT noted early in the process but not reviewed with Connections 2025 planning.

Service Plan 2025: The opportunity

- We take even more seriously our community’s access to opportunity and how our system connects us to an affordable, livable and fun way of life in the place we call home.



Attachment: SP2025_Nov 9_Presentation_P18_FINAL (2299 - Service Plan 2025 Update)

11 capmetro.org METRO

• Source: November 9, 2015 Capital Metro Regular Board Meeting Agenda Packet. Item 6, 2025 Timeline (pp. 87)

Appendix B: Minimal Northeast Public Involvement

March 21, 2016 Board Packet: Charts contextualize Northeast participation at the outset of Connections 2025 with few minorities (p. 69). No NLTC signs were posted to inform riders of proposed eliminated or re-routed buses so low-income transit-dependent riders were unable to give informed input. “Engaged” may have been total surveys completed or staff telling community about Connections 2025, in general. Public participation methodology remains unclear. In the context of an estimated 5,000 surveys, less than 100 contacts came from Northeast Austin below (e.g., NLTC-55; YMCA North-10; Asian American Resource Center-18). For East Austin, ATU 1091 President Brent Payne noted in testimony no bus went to YMCA. Route 323 near Norman Elementary was the closest stop then riders had to walk down Techni Center to cross Highway 183 by Freescale—possible, but unsafe.

Public Meeting Participation

Date	Location	Engaged
February 16	ACC South Austin	15
February 16	Online Webinar	5
February 17	City Hall	50
February 17	ACC Riverside	3
February 17	Northwest Austin Recreation Center	10
★ February 18	ACC Pinnacle	4
★ February 18	North Austin YMCA Rundberg: 1, 240, 325	10
February 18	Pleasant Hill Branch Library	6
February 18	Online Webinar	4
★ February 20	Faith United Methodist Church	50
★ February 20	Asian American Resource Center	18
February 23	Manor City Hall	10
March 1	Lago Vista City Hall	2
March 2	Pleasant Hill Branch Library	6
March 8	District 2 Open House	36
Total		229



Note: Open House Methodology. Standard static maps. Capital Metro staff onsite but no mini-presentation. Riders had to arrive informed or might've left lost or confused.



Attachment: MARCH BOD Preso Connections 2025 (3484 : 2025 Ridership Campaign Review)

Pop-Up Meeting Participation

Date	Location	Engaged
February 8	Leander Station	50
February 9	Lakeline Station	65
February 10	Howard Station	23
★ February 10	Bluff Springs	35
★ February 11	North Lamar Transit Center	55
February 11	ACC Highland	35
February 14	Austin Marathon	30
February 17	Republic Square Station	90
February 20-21	Chinese New Year	140
February 26	Mobile Outreach	51
February 27	Republic Square	75
March 1	ACC Riverside	50
March 5	Riverside T-Mobile	7
March 6	Zilker Kite Festival	397
March 7	ACC South Austin	25
Total		1,128



Attachment: MARCH BOD Preso Connections 2025 (3484 : 2025 Ridership Campaign Review)

Neighborhood Association Participation

February-March 2016 Public Meeting Summary

March 21, 2016 Board Packet (p. 73)
Note: No obvious minority participants in photo.



Date	Location	Engaged
February 20	University Hills NA	19
March 1	North Shoal Creek NA	24
March 10	Southwood NA	37
Total		80

*Ongoing, continuing through April and fall 2016.

Conclusions

Title VI: Intentional Discrimination Despite Consultant Chisholm's report, Capital Metro planners still created "New" 339-Tuscany every 60-min., which means when minorities miss the bus, they must wait another hour! 237, 339: Operate 60 min on Tannehill. Cap Remap: No 60-min. West bus.

Across all meetings, transit frequency and reliability were top priorities for local citizens. The riding and non-riding public is looking for convenient service they can use without consulting a schedule, and wants to depend on transit to get them to their destination on time. Frequency and reliability are closely related – if a route on 30- or 60-minute headways is off-schedule (or if the rider misses the bus), it is more difficult to depend on a consistent arrival time compared with a route where the next bus arrives in 10 minutes or less.

Transit service coverage was also prominently mentioned among both the priorities and the "I would ride transit more often if..." comments. Many people mentioned they would use transit more if it was available in their neighborhoods, or if it conveniently served certain destinations. Several comments stated transit worked well for downtown trips, but was less convenient for other areas. Coverage is related to another highly-ranked priority, Park & Ride availability. If Park & Ride lots are available, transit does not need to inefficiently serve individual

Minorities Walk & Wait!

Without board approval, staff combined 392 with 243-Wells Branch to run about 45 min, **removing Peak bus(es)** from 243. Now minorities transfer more and wait longer. ☹️ **segregated Northeast!**

Differences by Location

383-Lakeline: Only Northwest Local bus to about 3 Express at Pavillion; yet staff consolidated 383 with 392, initially, then only improved it to 30-min. though same ridership as Kitchen's 333. **Disparate Treatment:** 333-William Canon (18.6 riders/hr: 15 min) vs. 383 (19.2 riders/hr: 30-min)

On the whole, there were few clear differences in priorities or comments between different locations throughout Central Texas, suggesting general broad agreement on key issues. A few differences to mention include:

- While frequency was the highest-ranked priority among the meetings, participants at the Northwest Austin Rec Center and the Asian-American Resource Center were more likely to rank coverage as more than or almost as important as frequency. Northwest Austin Rec Center attendees ranked Park & Ride availability as the highest priority.
- Participants at ACC South were more likely to reference customer experience or policy/institutional issues in their "I would ride transit more often if..." comments. Alternatively, Northwest Austin Rec Center and North Austin YMCA participants referenced mostly transit service issues.
- Participants at Austin City Hall, ACC Pinnacle, and Faith United Methodist Church indicated they would like to make shopping trips in Sunset Valley where there is no current Capital Metro service.

Fight for justice continues!

Planners decided to eliminate 383/392 neighborhood bus to Tech Ridge and MetroRail-Lakeline ignoring Northeast and Northwest public input. 24Oct2017: Once uncoupled, staff then eliminated 392 east-west to Arboretum job centers.

18Jun2018/12PM: Ask Capital Metro's Board to restore: 392; 240-NLTC; 339 reduce 60 min. 300-Rogge affordable housing.

Appendix C: Survey Summary

April 25, 2016 Meeting: Survey data primarily came from White Millennials

**CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS MEETING
2910 East Fifth Street Austin, TX 78702**

~ Minutes ~

Executive Assistant/Board Liaison Gina Estrada
512-389-

7458

Monday, April 25, 2016
12:00 PM

12:07 PM Meeting Called To Order
1:07 PM Meeting Adjourned

VIII. Presentations:

1. Urban Land Institute MetroRail Downtown Station Review

Javier Arguello, Director, Long Range Planning, introduced David Steinwedell, Executive Director, and Ariel Romell, Manager, ULI, who provided an overview of ULI and ULI Austin's Technical Assistance Panels (TAP). The TAP provided comprehensive and strategic advice to staff in regards to Capital Metro's Downtown Multimodal Station. Representatives on the Panel provided the Board with a final report which included a summary of major recommendations and conclusions. In addition, the Panel also made recommendations outside of the scope for the TAP in the interest of long term use and adaptation of a new, more permanent Station.

President Watson thanked ULI and stated we are already addressing and incorporating the recommendations provided for this project.

IX. Reports:

1. Central Corridor Project/Connections 2025 Update

Todd Hemingson, Vice President Planning & Development presented this item. Work with AECOM has begun regarding Central Corridor 2.0. A brief overview of the two phases of the project was discussed with the Board. TMD has produced three deliverables regarding Connections 2025; a Survey Summary, Market Analysis, which has been presented to the Board; and a draft of the Service Analysis.

Board member Kitchen requested a timeline regarding Board involvement for this process.

2. President/CEO Updates

President Watson presented her report. The report included the following:

- Buses: We are replacing 47 UT shuttles with new Gillig buses. The remainder of the UT shuttle fleet will be replaced later this year. Also the Build Your Dream (BYD) electric bus is on site for Board to tour

Attachment: 160425 Board Meeting Minutes (3496) : Approval of r

June 16, 2018

Subject: Capital Metro Service Equity Analyses, Interlocal Agreement Ideas, and Future Northeast Austin ZAP Transit Briefing 41

Appendix D: *The Austin Monitor*

Special Thanks to reporter Jessi Devenyns for listening and covering my Cap Remap remarks before the Zoning and Platting Commission on Tuesday, June 5, 2018 ~Much appreciated!☺

Tuesday, June 12, 2018 by [Jessi Devenyns](#)

Austin activist suggests solutions for Cap Remap

On June 5, the week that the new Cap Remap rolled out to the city of Austin, Zenobia Jones [sic], an activist and longtime critic of the upcoming changes, spoke in front of the Zoning and Platting Commission to offer her critique of the new plan as well as suggestions for how to improve it. Jones alleged that the new transportation routes were in violation of Title VI of the Civil Rights Act of 1964, which prohibits racial discrimination in programs that receive federal funding, due to the fact that low-ridership areas with wealthier residents received more bus lines while low-ridership areas in less-affluent neighborhoods lost theirs in the rollout of this refurbished plan. She noted, however, that the situation could be remedied with area studies by Capital Metropolitan Transportation Authority as well as better communication between city development departments and the public transportation authority. "When it comes to transit decisions (it is imperative) that you consider that the city needs a specific interlocal agreement with Cap Metro." She explained that when decisions are made in isolation, studies are duplicated and decisions aren't in line, which results in disparate service. Particularly with CodeNEXT and the urban corridors being designed, Jones hoped that the commission would encourage communication between the city Planning and Zoning Department, developers and Capital Metro. Commissioner David King agreed, saying, "The city should have some skin in the game." Chair Jolene Kiolbassa noted, "If we're planning the city one way and our transit centers are disappearing, then we have a serious problem."

Weblink: <https://www.austinmonitor.com/stories/whispers/austin-activist-suggests-solutions-for-cap-remap-hold/>